PROTOSPHERE®

ProtoSphere 2.0 User Guide

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Introduction

ProtoSphere is a 3D virtual immersive environment where people can interact with each other through the use of text messaging and voice audio, share applications and documents, hold meetings and collaborative sessions, and even facilitate training events.

ProtoSphere supports a multitude of use cases, including, but not limited to:

- Team meetings
- Large scale events and presentations
- Virtual poster sessions
- Continuing Medical Education training
- Sales training
- Onboarding of new employees
- Social networking
- Knowledge sharing
- Application and software training
- Remote clinical trial monitoring
- Role play based training engagements

This user guide will provide you with the information on how to use ProtoSphere's many features so that you can apply them toward your own use of the environment.

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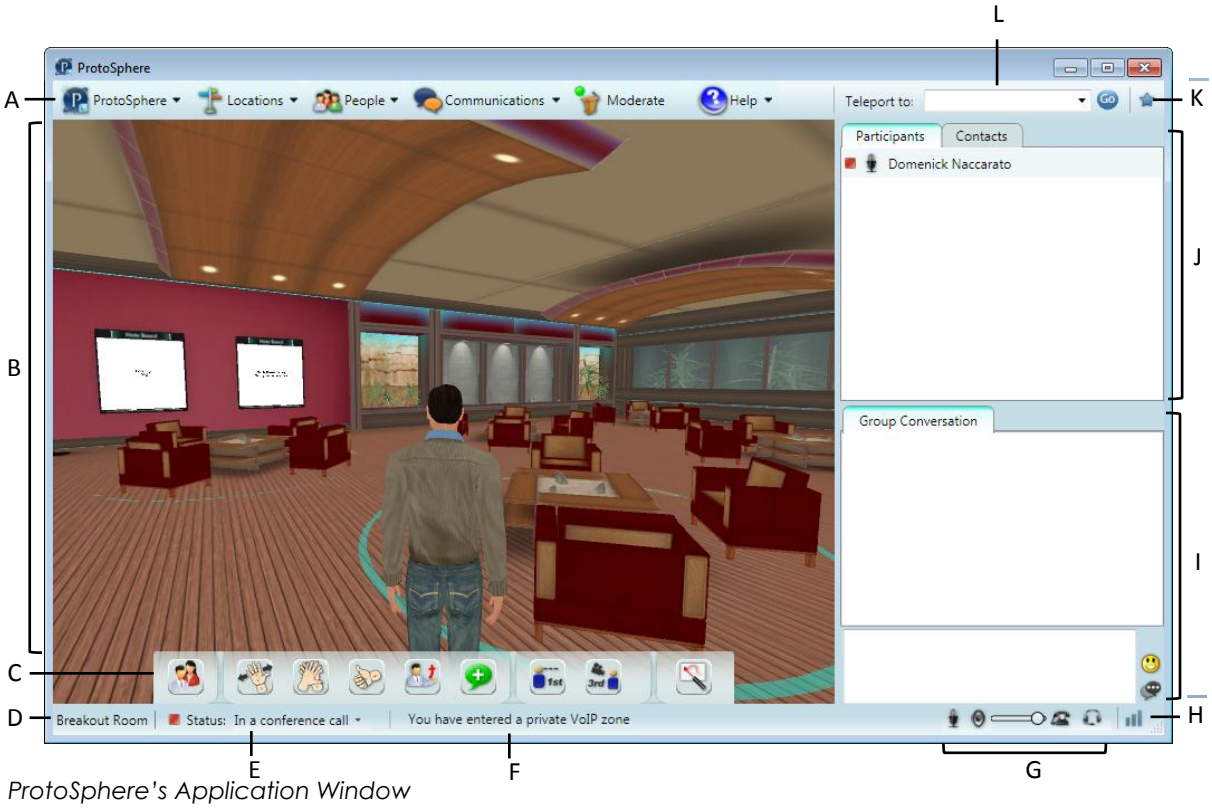
Getting to Know the ProtoSphere Interface

The following diagram shows the main components of ProtoSphere's application interface:



ProtoSphere's Application Window

A. *Menu bar* ***B.*** *3D window* ***C.*** *Action bar* ***D.*** *Current location* ***E.*** *Lync presence* ***F.*** *Message center*
G. *Audio controls* ***H.*** *Network quality monitor* ***I.*** *Conversation area* ***J.*** *People lists*
K. *Bookmark location* ***L.*** *Teleport jump menu*

Menu Bar options

The following options are available to you from the menu bar:

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Menu Item	Description
ProtoSphere	
My Profile	Opens a browser and displays your SharePoint 2010 My Site.
Preferences	Displays the ProtoSphere preferences window.
Exit	Closes the application window and logs you out of ProtoSphere.
Locations	
Teleport To…	Hides/Shows the Teleport to jump menu
Browse…	Displays the 'Browse for Locations' window.
Bookmark This Location	Adds the current location to your list of 'My Bookmarked Locations'.
My Bookmarked Locations	Displays a list of up to five bookmarked locations.
Recently Visited Locations	Displays a list of the past five locations you have visited.
People	
Participants	Shows/hides the Participants tab within the People list area.
Contacts	Shows/hides the Contacts tab within the People list area.
Communications	
Conversation	Shows/hides the Conversation area.
Dialer	Shows/hides the phone dialer.
Audio Devices	Displays a list of selectable audio devices currently configured for you use with ProtoSphere.
Mute Microphone	Mutes/unmutes your microphone.
Mute Speakers	Mutes/unmutes your voice audio output.
Moderate	
Request Moderator Status	Clicking this option will automatically send a request to the system for you to obtain moderator status.
Lock Location	Locks the location you are currently in, disallowing entrance to it by other users not already present.
Undo All Moderator Actions	Clicking this option will undo any moderator settings you have enabled including unlocking the location, unlocking media boards, unmuting all voice audio, and re-enabling the group conversation.
Assign Moderator Status	Displays the 'Assign Moderator Status' window.
Release Moderator Control	Clicking this relinquishes all moderator controls and any moderator settings you had enabled.
Send People to a Location	This option will display the 'Send People to a Location' window.
Clear All Content within this Location	Clicking this option will remove any content on Media Boards that appears in your current location.
Lock All Media Boards	This option will disallow other users from adding, updating, removing, or otherwise controlling the content displayed on Media Boards.
Unlock All Media Boards	Unlocks all the Media Boards in location, including any that were individually locked.
Mute Everyone	This option will mute the voice audio for everyone (except other moderators) in your current location.
Unmute Everyone	Clicking this will unmute the voice audio for all users in your current location, including those whom you may have individually muted.
Enable Group	This option will allow/disallow other users (except other moderators)

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Conversation	in the location from using the group conversation window. It is checked on by default.
Help	
User Guide	Provides access to this user guide.
First Time Quick Start Guide	Provides access to the ProtoSphere quick start guide.
About ProtoSphere	Displays version information about ProtoSphere and provides links to ProtonMedia's company information.

Avatars

In ProtoSphere, avatars are virtual representations of real people. Everyone has their own avatar and can customize it to their liking.

Upon starting ProtoSphere for the first time, you will be asked to create your avatar. The first option you are presented with is the gender selection. Choose either the **Male** or **Female** avatar options:

Gender selection upon initial entry into ProtoSphere

The camera view will change to a mirror view of yourself and the ProtoSphere Action bar will present you with a series of options for customizing your avatar:

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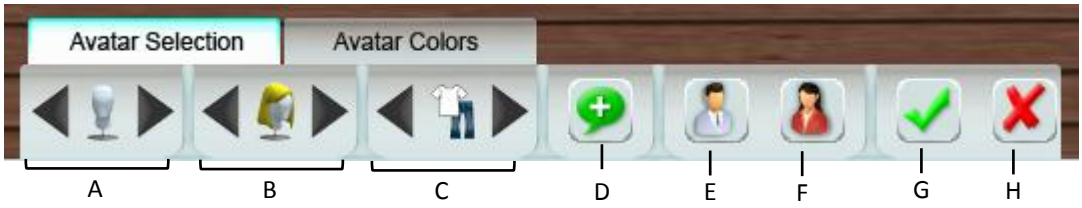
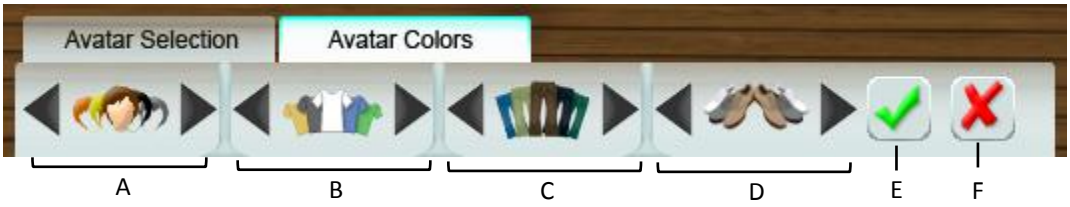
The mirror view while customizing your avatar



Avatar Customization options in the Action Bar
A. *Head choices* ***B.*** *Hair choices* ***C.*** *Outfit choices* ***D.*** *Displays the list all Expressions* ***E.*** *Male gender* ***F.*** *Female gender* ***G.*** *Save choices* ***H.*** *Cancel*



Avatar Color options in the Action Bar
A. *Hair color* ***B.*** *Upper outfit colors* ***C.*** *Lower outfit colors* ***D.*** *Shoe colors* ***C.*** *Save choices* ***E.*** *Save choices* ***F.*** *Cancel*

Make your selections, and then click on the green check mark to save your choices.

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You can access this avatar customization tool at any time while in ProtoSphere by clicking on the **Select Avatar** button in the Action bar:

Controlling Your Avatar

While moving around in ProtoSphere, you have certain abilities for controlling your avatar and your view of the 3D environment. The Action bar in this view provides access to those common features.

Avatar Controls in the Action Bar
A. *Customize your avatar* ***B.*** *Play the 'Wave' expression* ***B.*** *Play the 'Applaud' expression*
D. *Play the 'Thumbs Up' expression* ***E.*** *Raise / lower avatar's hand* ***F.*** *Displays a list of all Expressions*
G. *Switch to 1st person view* ***H.*** *Switch to 3rd person view* ***I.*** *Enable the laser pointer*

Walking Around

You can get your avatar to walk around a location by using either of two sets of keys on your keyboard: **W A S D** or your **Arrow** keys.

Movement Direction	Key
Walk forward	W or ⇧
Walk backward	S or ⇩
Turn to the left	A or ⇦
Turn to the right	D or ⇨

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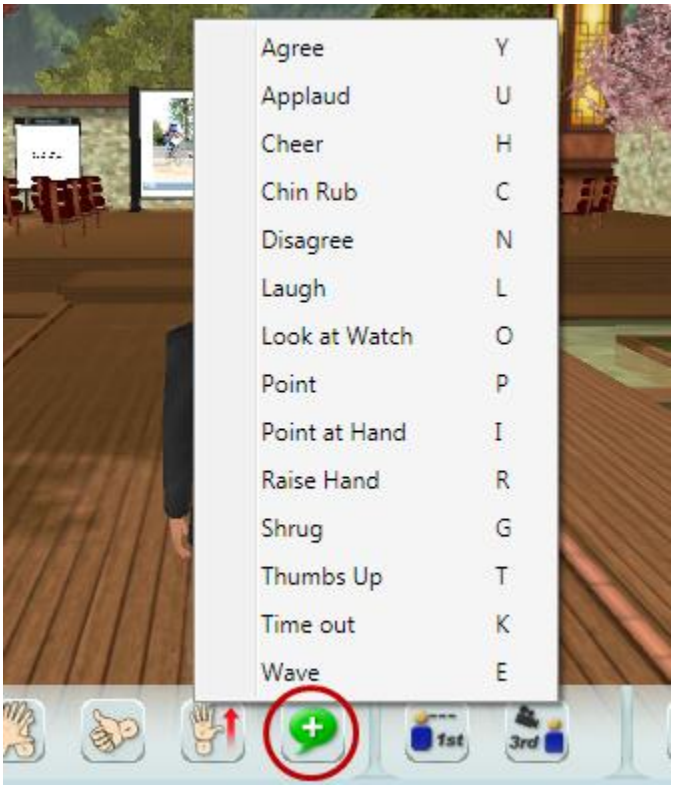
Avatar Expressions

Avatar Expressions are a non-verbal way of communicating sentiment to other people in your location.

An avatar giving the 'Thumbs up'

You can access the **Expressions** list by clicking on the **More Expressions** button in the Action bar:



Your Avatar's Expressions List

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Four of the most commonly used expressions are also located in the Action bar to the left of this button. They include Wave, Applaud, Thumbs Up, and Raise/Lower Hand.

Please note that if your avatar's hand is in the raised position after clicking the Raise Hand option, you will not be able to gesture with other expressions or use the laser pointer, until you lower your avatar's hand.

You should also notice a series of letters next to each of the expression labels. These represent keyboard shortcuts for playing the expressions. A full list of keyboard shortcuts is available in Appendix A.

Controlling Your View

There are two main camera views available to you in ProtoSphere: 1st person and 3rd person. Your default view is from the 3rd person. It's best described as an "over-the shoulder" view of your avatar and the environment around you. The 1st person view is a view of the environment from your avatar's eyes. You can switch between these two views from the **1st** and **3rd person** camera view buttons on the Action Bar, or by simply hitting **V** on your keyboard.

3rd person view

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1st person view

While in the 3rd person view, you can adjust the distance between the camera and your avatar by using the **scroll wheel** on your mouse.

Scrolling it backward will extend the camera further back from the avatar, while scrolling it forward will push the camera closer (eventually putting it into the 1st person view).

Showing the perspective differences of the 3rd person camera view when using the scroll wheel

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You can also use your mouse to look around the environment. Do this by holding down **the right-click** button of your mouse, while moving it around. When you release the mouse button, your camera will remain in that position until you either left-click somewhere in the 3D environment or you move your avatar.

You can use this method to look around while in either of the two main camera views.

The same methods for controlling your views in the environment with a mouse can be accomplished if your laptop has a track pad with cursor scrolling abilities.

Zoom Mode

The purpose of this function is to give you an optimal view of content in the 3D environment. The ability to zoom in on surfaces gives you the added flexibility to see content up close without having to physically walk and place your avatar in front of whatever it is you are looking at.

While in this zoomed-in mode, other avatars are temporarily removed from your view to avoid any possible obstructions in front of the content.

The zoom mode is available for all Media Board surfaces and SharePoint Boards. Your mouse cursor will change to a magnifying glass icon, giving you a visual cue that you can click to zoom on that surface.

There a number of different ways you can control your camera view while in the zoom mode:

- You can adjust the distance between the camera and the surface by using the **scroll wheel** on your mouse. Scrolling it backward will extend the camera further back from the surface, while scrolling it forward will push the camera closer.
- If you move your mouse cursor off the edges of the surface you are zoomed in on, you should see the cursor change to a hand icon. This lets you know you can click and drag to pan the view up, down, left, or right.

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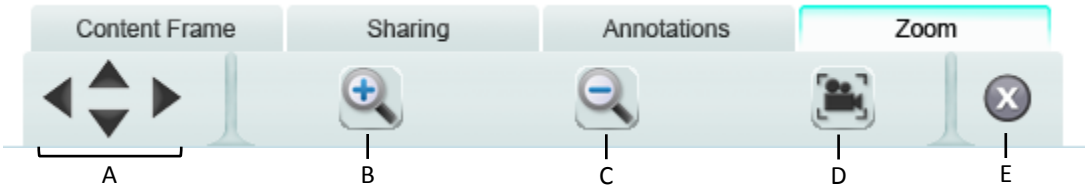
- You can click on the various options in the Zoom tab of the Action bar. Functions are described below:



Zoom Tab of the Action Bar
A. *Pan the camera left, right, up, or down* ***B.*** *Zoom in closer to surface* ***C.*** *Zoom out farther from the surface* ***D.*** *Reset to the default zoom state* ***E.*** *Exit the Zoom mode*

When zoomed in on a surface, you may also use your keyboard to control the camera in that state. Those keys include the following:

Key	Description
Up arrow or W	Pans the camera up
Down arrow or S	Pans the camera down
Left arrow or A	Pans the camera left
Right arrow or D	Pans the camera right
+	Zooms in closer to the surface
-	Zooms out farther from the surface
ESC	Exit the Zoom mode

Interactive Objects

Interactive objects appear throughout the environment, allowing you to click on them to perform various actions.

The most common interactive objects found in ProtoSphere are chairs. You can easily tell when a chair can be sat in because your cursor will change when hovering your mouse over top of it.

You can sit down in chairs simply by clicking on them. To stand back up, walk your avatar forward or back.

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Interacting with the Avatars of Others

There are a series of right-click options on the avatars of other people in your location. They include the following:

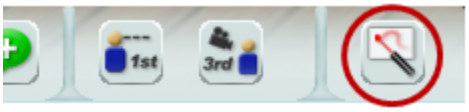
Right-click Menu Item	Description
View User Profile	Opens a browser and displays the SharePoint 2010 My Site of that person.
View Lync Contact Card	Displays the contact information for that individual.
Invite to Private Voice Conversation	Sends the person an invitation to join you in a private voice conversation.
Send a Message	Opens a tab in the Conversation Window and allows you to have a private text chat with that individual.

You can also right-click on your own avatar to view your own user profile or your contact card.

Using the Laser Pointer

You have the ability to use a laser pointer, which can be useful for when needing to call out attention to a particular item within the 3D environment, or upon a Media Board.

To enable the laser pointer, click on the **Laser Pointer** button in the Action Bar:



Once it's enabled, simply move your mouse around to point it at your target. To turn it off, click anywhere in the 3D environment or move your avatar.

An avatar pointing to something in the environment

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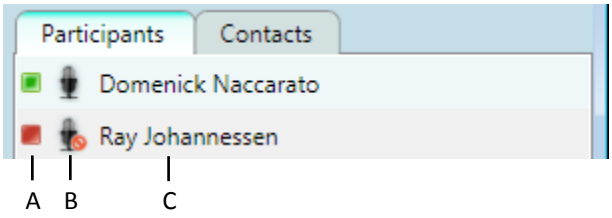
Another method of enabling it is to hold down your keyboard **Spacebar** key while moving your mouse around. When you do this, be sure the 3D window has focus by clicking once inside of it. In this case, once you release the spacebar key, the laser pointer will turn off.

A third method of using the laser pointer is to hold down the middle scroll wheel button of your mouse, while moving your mouse around. Again, once it's released, the laser pointer will turn off.

It should be noted that when zoomed into a Media Board surface, the laser pointer is not available while in that viewing mode.

Participants List

The Participants List shows you all the people that are in the same location as you. Names in the Participants List are displayed in alphabetical order. Your own name will appeared bolded.



Participants List
***A.** Lync presence indicator* ***B.** Microphone status* ***C.** Person's name*

Right-click options on the names of people in the Participant's List include:

Right-click Menu Item	Description
View User Profile	Opens a browser and displays the SharePoint 2010 My Site of that person.
View Lync Contact Card	Displays the contact information for that individual.
Join	Clicking this option will teleport you to the specific coordinates of the individual in that location.
Invite	Sends the person an invitation to join you in your current location.
Invite to Private Voice Conversation	Sends the person an invitation to join you in a private voice conversation.
Send a Message	Opens a tab in the Conversation Window and allows you to have a private text chat with that individual.

The right-click options that are available on your own name in the Participant's List include the ability to view your own User Profile and your own Lync Contact Card.

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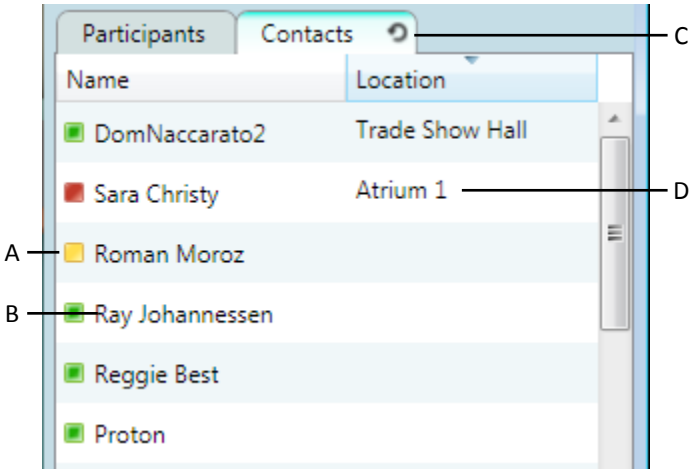
Contacts List

The Contacts List displays all of the individuals whom you have added to your Lync Contacts. People listed here may either be somewhere in ProtoSphere, or online in Lync. Your contacts who are unavailable or otherwise offline will not be shown here.



Participants List
A. *Lync presence indicator* ***B.*** *Person's name* ***B.*** *Refresh button* ***D.*** *Location of individual if in ProtoSphere*

Right-click options on the names of people in the Contacts List include:

Right-click Menu Item	Description
View Lync Contact Card	Displays the contact information for that individual.
Join	Clicking this option will teleport you to the specific coordinates of the individual in that location. Note: this option is only available when that person is in ProtoSphere.
Invite	Sends the person an invitation to join you in your current location.
Send a Message	Opens a tab in the Conversation Window and allows you to have a private text chat with that individual.

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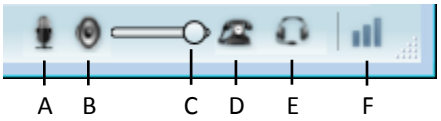
Communicating with Voice Audio

Voice audio in ProtoSphere is always-on. Think of each location as a conference call. When you dial into a conference call with others, unless it's being moderated, you can start speaking right away. The same is true for ProtoSphere.

To speak with other users simply talk into your headset microphone or your laptop's built-in microphone.



Audio controls
A. *Microphone mute* ***B.*** *Speaker mute* ***C.*** *Volume level control* ***D.*** *Opens the dialer window* ***E.*** *Audio device selection* ***F.*** *Network activity monitor*

When you speak in ProtoSphere, an inset window of your avatar and name appear to other participants in that location. This is a benefit to larger groups of people while meeting to determine who specifically is speaking.

Avatar inset window of a participant speaking

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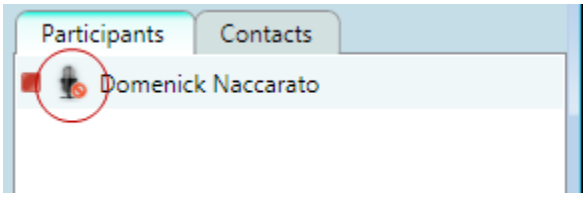
You can mute yourself if you do not wish to be heard. You can do this by clicking the Microphone Mute icon in the audio controls (or hitting **CTRL + M** on your keyboard).

When another user has muted their microphone, the icon next to their name in the Participants tab changes to reflect this status:



Best Practices Tip
If you are using your laptop's built-in microphone and speakers, a good rule of thumb is to keep yourself muted when not speaking. Your laptop microphone is capable of picking up unwanted background noise that could be distracting for other people in your location.

Your microphone input level will automatically be adjusted by the system based on how loud or quiet you speak. A good rule of thumb is to speak into your microphone in a normal tone of voice, as if you were having the conversation with a person sitting in front of you.

To turn on/off the audio coming from ProtoSphere, click on the Speaker Mute icon. This can also be done by hitting **CTRL + S** on your keyboard.

The Microphone icon that appears next to each person's name may take on any of the following statuses:

Description	Icon
Microphone is on	
Microphone is muted	
Audio is being broadcast	
Microphone is disabled	

A microphone icon may appear disabled for a number of reasons including:

- A moderator has chosen to mute the audio in a location
- The individual is in a different private voice zone than you
- The individual is in a private voice conversation with others
- A loss of connectivity to the voice conference

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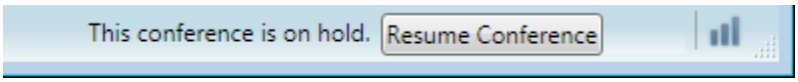
When entering a location, you will see a message stating "*Starting audio conference…*" while ProtoSphere connects to the Lync conference audio. During this brief connection time your audio controls will be disabled and you will not hear or be able to speak with other users. Once connected to the conference, you will hear an audible tone signifying a successful connection. If you see this message and hear a series of repeating audible tones, it simply means there is a slight delay in connecting to the Lync conference. In this case, please be patient while the connection is made, which normally will not take more than just a few seconds.

Because of the integration with Microsoft Lync, there may be times when you are logged into ProtoSphere but are on a Lync call, outside of the environment. In these cases, your audio controls will be replaced with an option to "**Resume Conference**".



When you see this button, it means that the audio conference for the location you are currently in has been put on hold. To resume the conference, simply click this button.

Other people in ProtoSphere will see your microphone in a disabled state, when viewing your name in the Participants list.

Note that if you have not already ended your external Lync call, that call will be put on hold if you resume the conference in ProtoSphere.

Network Quality

The network quality monitor located in the lower right corner of the application window is a measure of the current network bandwidth and is provided as an indication of when conditions are present that may affect the quality of the voice audio. Poor network quality can affect the audio quality of your conversations.

The network activity monitor shows three states:

Description	Icon
Good network quality	
Average network quality	
Poor network quality	

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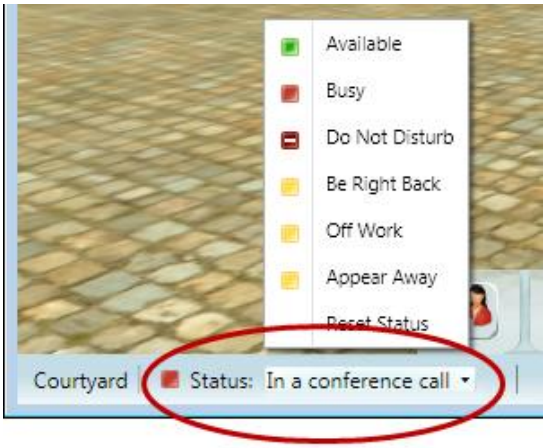
Presence

Your Lync presence is automatically carried into ProtoSphere and is set based on your activity or Outlook calendar.

In a typical Lync deployment, the Lync presence status icon (also known as the jellybean) may appear in the following manner:

Status Description	Icon
Available	
Busy, in a meeting, or in a conference	
Do not disturb	
Be right back, off work, or away	
Unknown status	

You can also manually update your status directly from within ProtoSphere. You do this by clicking on the presence menu selection at the bottom of the application window:



Once set, your presence information will carry through to your contacts who may see you online in ProtoSphere, Lync, Outlook, or SharePoint.

When you enter a ProtoSphere location, your presence is automatically updated to "In a conference call."

Selecting an Audio Device

You can change which set of audio devices are used by ProtoSphere by clicking the **Audio Device** selection option located in the audio controls area of the application window. Doing so will display a list of available devices you can choose from:

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Speakers (Logitech USB Headset)
Speakers / Headphones (IDT High Definition Audio CODEC)/Microphone Array (IDT High Definition Audio CODEC)

Example audio device selections that are available

When you make your selection, ProtoSphere will automatically switch to using that device for its audio input and output. The same set of options is also available from the menu bar by going to **Communications > Audio Devices**.

If you plug in a USB headset while ProtoSphere is running, you will have to select it from this list if you choose to use it.

If you unplug a USB headset while ProtoSphere is running, and it is your selected device, ProtoSphere will automatically switch to using your default audio device.

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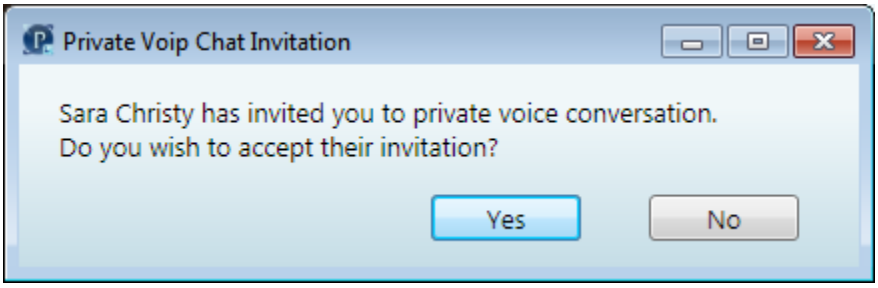
Having Private Audio Conversations

Private Voice Zones appear throughout the environment and are designated by the colored circles on the floor. When you walk into one of these areas, or sit at a chair within these areas, you can have a private voice conversation with anyone else who is within that same circular area.

An example of a Private Voice Zone in the Courtyard location

ProtoSphere also allows you to have a private voice conversation with other people present in the same location as you without the need to enter a Private Voice Zone. To start a private voice conversation with another person, right-click on their name in the Participants list and choose the **Invite to Private Voice Conversation** option.

This will send that individual a message, asking if they wish to join you in the private conversation:


Private Voip Chat Invitation
Sara Christy has invited you to private voice conversation.
Do you wish to accept their invitation?
Yes
No

Private Voice Chat Invitation

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If they accept, the two of you will be placed into the private conference. You will hear the audible conference connection tone and see the microphone icons of all other people in your Participants list gray out (the same occurs when you step into a Private Voice Zone):

These two people are now in a private voice conversation

To leave the private conference, right click on your own name in the Participants list, or your avatar, and choose the **Leave Private Voice Conversation** option. Doing so will put both participants back into the location's main conference. The invitee can also leave the private conversation at any time by selecting the same option from their own name.

Teleporting to another location, or stepping into a Private Voice Zone will also have the same effect of leaving the private voice conversation.

When an invitation to a private voice conversation is declined, the individual who sent the invite will receive a message in their Message Center that reads, "[username] has declined your invitation."

You can also invite multiple people to a private voice conversation. To do this, **CTRL + click** on their names in the Participants List and choose **Invite to Private Voice Conversation**. This will send the invite to all the people you selected.

Making a Call

ProtoSphere allows you to make outbound calls to a telephone number, allowing you to add the receiving party into your zone conference. Calls can be placed to landlines, mobile phones, and other conference bridge lines.

You can place as many calls as you need to, in order to conference in the non-ProtoSphere users into your conference. However, you cannot conference in the same phone number more than one time in a single zone.

External calls can be added to a zone, a private VoIP zone, or a private chat.

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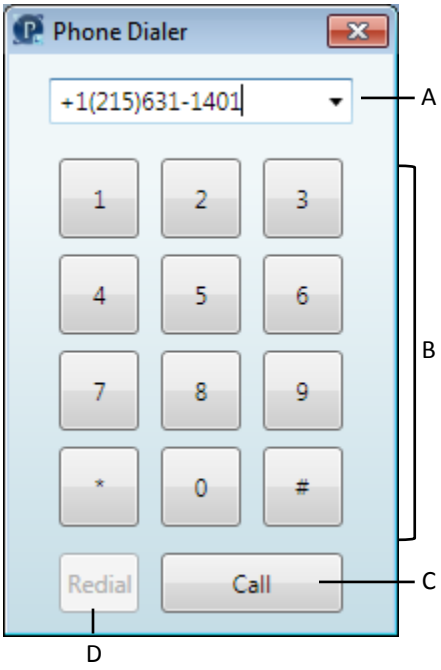
To add a call, first click on the **Dialer** option in the audio controls section of the audio controls area of the application window. This will display the Phone Dialer:



Phone Dialer
A. *Phone number input field & dropdown menu* ***B.*** *Dial pad* ***C.*** *Places the call* ***D.*** *Redial button*

You can also access the dialer from the menu bar by selecting **Communications > Dialer**.

In the input field that appears at the top of the Dialer, type in the phone number you wish to call, or click on the individual dial pad keys to enter the phone number, then click **Call** button (or hit the **Enter** key on your keyboard).

If need be, you can use the **Redial** button to call the previously dialed phone number.

The format of the number entered must be <country code><phone number>.
Example: **1 215 6311401** or **44 20 74999000**

Note: With conference calls, you may be asked to enter a PIN or conference code by entering a number. You can enter these numbers by clicking on the dial pad numbers in this same dialer window.

When your call is connected, the number you dialed will appear in the Participants list:

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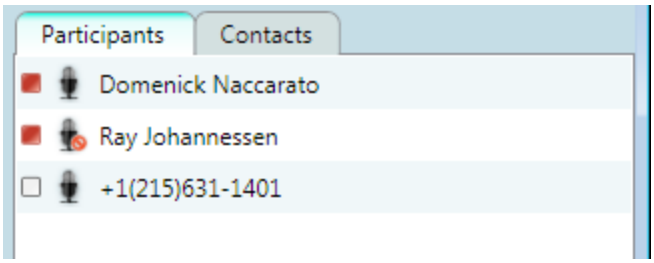
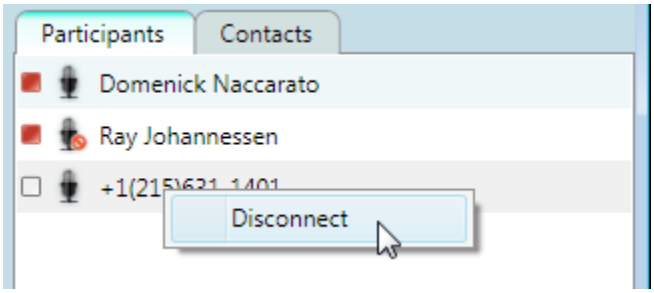


An outside call connected to the location conference

Only those users who have placed a call have the ability to right-click on the phone number and choose to **Disconnect** the call:



Right-click action of disconnecting the call

A call will also be disconnected from that location's voice conference when the receiving party ends the call.

Communicating with Text Messages

One of the ways you can communicate in ProtoSphere is with text chat. You can send text messages to entire groups of people or just to individuals. The Conversation area is where you do this.

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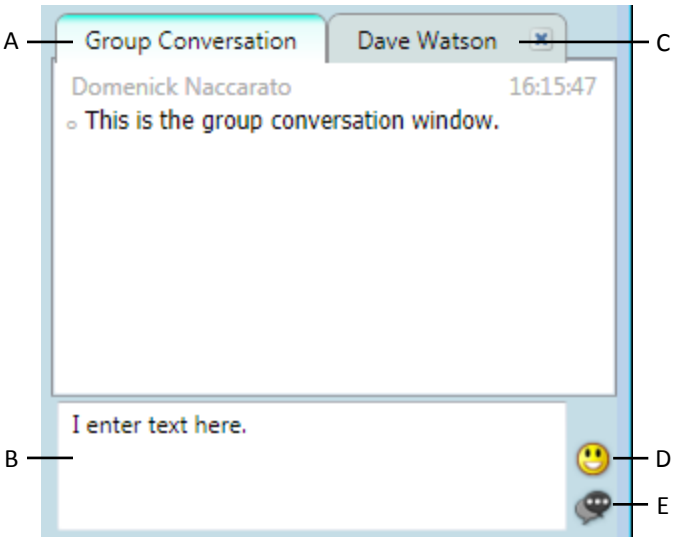

Text Messaging to the Group
A. *Group conversation tab (active)* ***B.*** *Text input field* ***C.*** *Private conversation tab (inactive)* ***D.*** *Add an emoticon to the message* ***E.*** *Click to send the message*

To send a message, enter your text into the input field and hit **Enter** on your keyboard. You can also click the **Send Message** icon.

With the Group Conversation tab active, any text entered into the input field will be sent to all participants in your current location, as long as they are not in separate private voice zone.

When you are in a private voice zone and you enter text into the Group Conversation window, text that appears will only be seen by others if they are present in the same private voice zone as you, including if they join you in that zone after you have already entered the text.

Having Private Messaging Conversations

To send a private message to another individual, right-click on their avatar or their name in the Participants list and choose the **Send a Message** option (you can also **double-click** their name). Performing this action will open a private conversation tab with that person's name on it. When you select the private conversation tab of another individual, any text entered into the input field will only be sent to that person.

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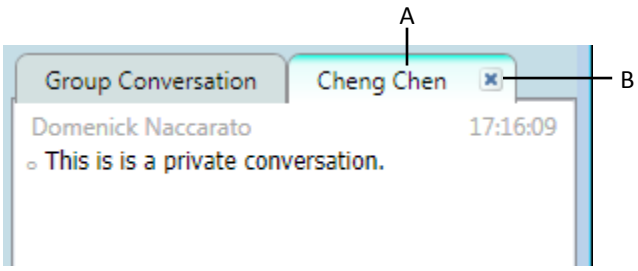
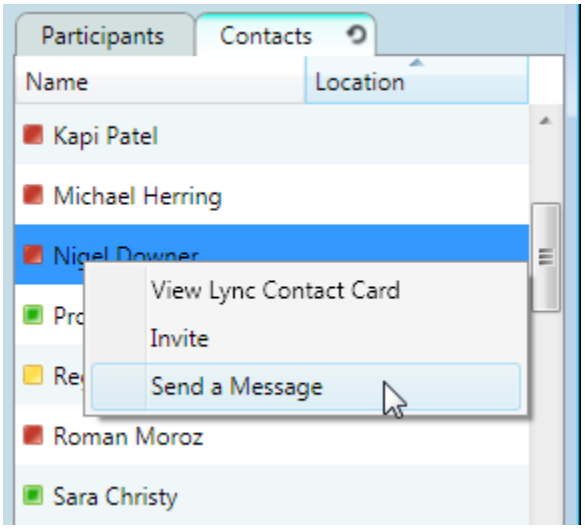


Text Messaging to the Group
A. *Private conversation tab (active)* ***B.*** *Close the private conversation*

ProtoSphere allows you to have a private conversation with other individuals who are not necessarily in ProtoSphere, but are online with Lync. This is accomplished by right-clicking on their name in your Contacts list and selecting the **Send a Message** option. Similar to when the person is in ProtoSphere, a private conversation tab will appear, allowing you to have a conversation with each other.



The Send a Message option from the Contacts List

Private messaging can also occur across locations when both individuals are in ProtoSphere but separate locations.

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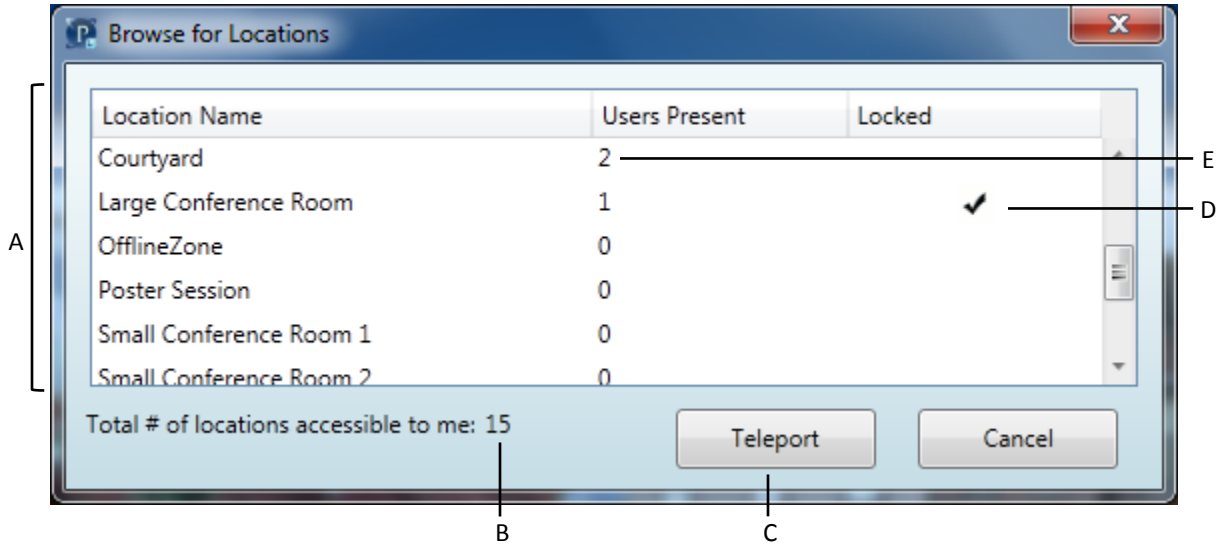
Teleporting

Within the context of a virtual environment such as ProtoSphere, teleporting is the name given to the act of moving from one location to another.

ProtoSphere is made up of a number of different locations such as conference rooms, training classrooms, lecture halls, theatres, and other types of meeting spaces. Locations are permission based, so access to them can be configured and limited to certain groups of people. These spaces are likely to be customized by your organization and will a variety of layouts and styles applied to them, but moving around from location to location in ProtoSphere is the same for everyone.

Browsing for Locations

You can browse for locations by going to the menu bar and selecting **Locations > Browse…**



Browse for Locations
A. *List of available locations* ***B.*** *Number of locations accessible to me* ***C.*** *Teleport button* ***D.*** *Notification of a locked location* ***E.*** *Number of people currently in that location*

Only those locations that you have access to will be shown in this list. Permissions set by ProtoSphere Administrators dictate which locations you have access to, and which you do not.

When you find the location you are looking for, select it and then click the **Teleport** button. This window will close and you will be sent to that location.

A location that is marked as being Locked is not accessible to you for the duration of it being locked. Typically a location is locked for the sake of holding a private meeting, training event, or where the moderator does not want the group to be disturbed.

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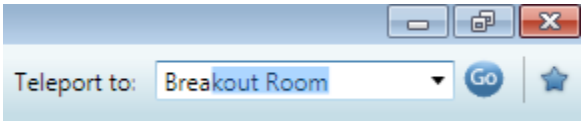
Using the Teleport to Jump Menu

Another means of getting around ProtoSphere is by means of the **Teleport to** jump menu, located in the upper right corner of the application window.

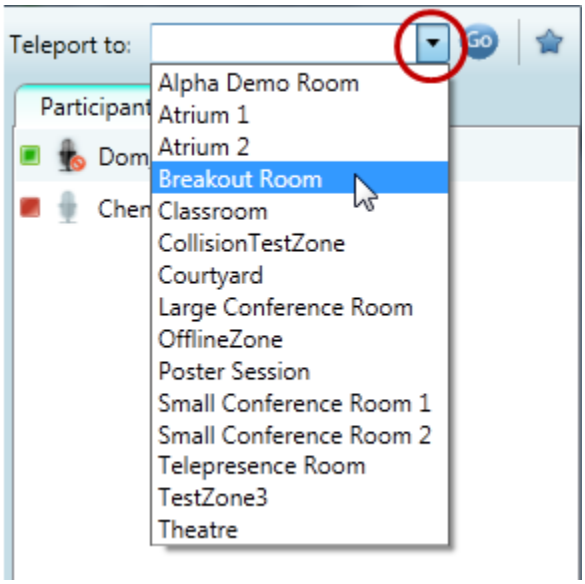
The '*Teleport to' Jump Menu*

If there is a specific location you are looking for, you can start typing its name into the menu's input field and it will automatically fill in the rest of the name as it finds the match. In the example below, as you start typing in the location name "Breakout Room", it automatically starts filling in the moment you start entering it. Using this technique, once you've found the location hit **Enter** on your keyboard or click the **Go** button to teleport to that location.



Entering the location name

You can also use the pull down arrow to expand the menu and make your selection from there. Using this method will teleport you to that location the moment you click on its name.



Selecting the location name

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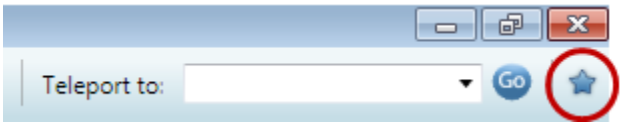
Bookmarking a Location

If you find yourself visiting the same locations often, you can bookmark them for quicker access.

To bookmark a location, while present in that location, click the **Bookmark icon** located at the top right of the application window. You can also **select Locations > Bookmark This Location** from the menu bar.

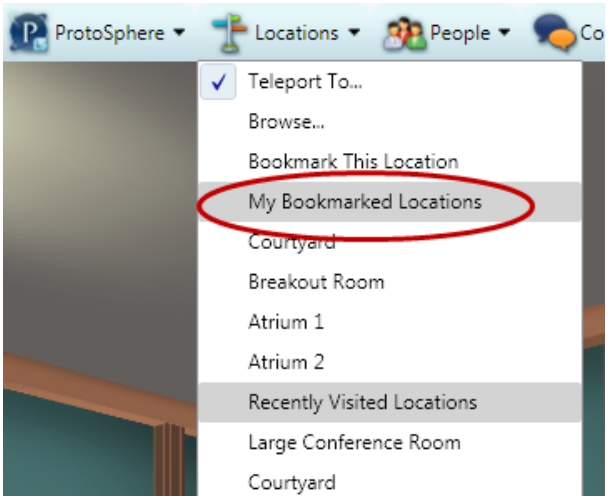


The bookmark icon

This icon may be represented by the following two states:

Description	Icon
Current location is not bookmarked	
Current location is bookmarked	

When you bookmark a location, its name will appear in your Locations menu under the heading of **'My Bookmarked Locations'**.



To teleport to a bookmarked location from this menu, simply click on its name in the list.

There are a few ways you can remove a bookmarked location:

- You can click the yellow bookmark icon while present in that location
- You can right-click on the location name in your Locations menu and select **Delete Bookmark**
- Or you can uncheck the **'Bookmark This Location'** option from the Locations menu while present in that location

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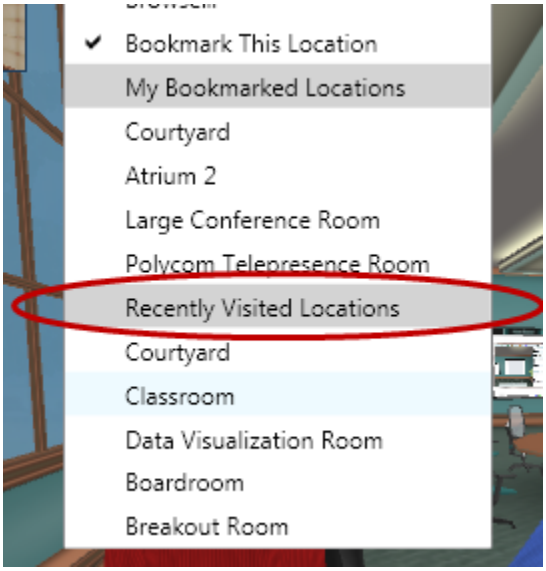
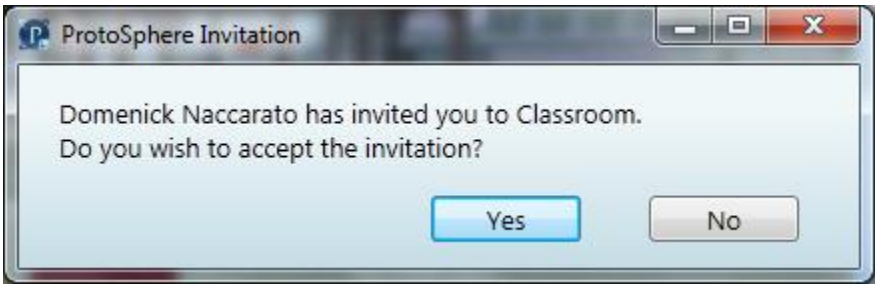
From the same **Locations** menu button, you can also teleport to any of your 'Recently Visited' locations in ProtoSphere. This section of the menu lists your last five visited locations:



Teleporting by Invitation

You can send an invite to another individual from the Contacts List and have them join you in your current location. The experience for the person you are inviting will be slightly different based on whether they are in ProtoSphere or not.

To send an invite to someone, right-click their name in the Contacts List and choose **Invite**. When sending an invite to another person already in ProtoSphere, they will see the following message and hear an audible tone:



Clicking the **Yes** button will teleport them to your exact coordinates in the location you sent the invitation from.

If they choose to not accept your invitation, you will be notified that the invitation was declined.

You can send one invite to multiple people by **CTRL / SHIFT + clicking** on their names in the Contacts List, right-clicking and then choosing **Invite**. When you do

Best Practices Tip
If you are moderating a session and have sent people to other locations, this is the recommended method of having them return to your location.

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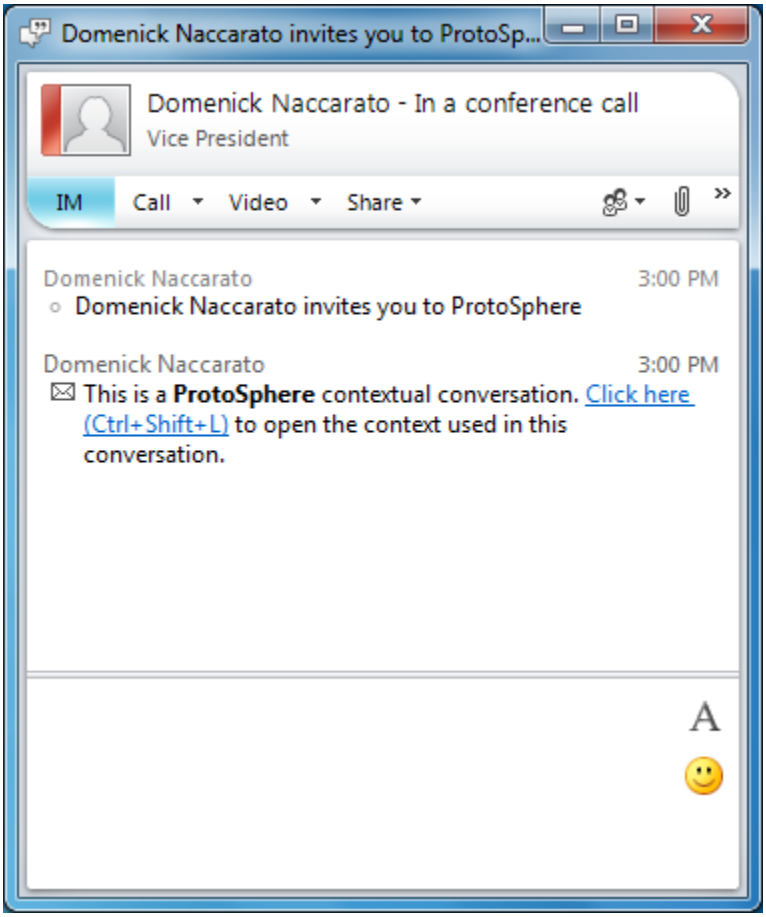
this, all those selected individuals will receive the invitation to join you.

If the individual you send the invitation to is not in ProtoSphere, they will receive a Lync invite in the form of a new conversation window:



Clicking the '**Click here**' link will close this window and launch ProtoSphere, placing them into the location you sent the invitation from. Note: this function will only work if ProtoSphere is installed on the invitee's pc.

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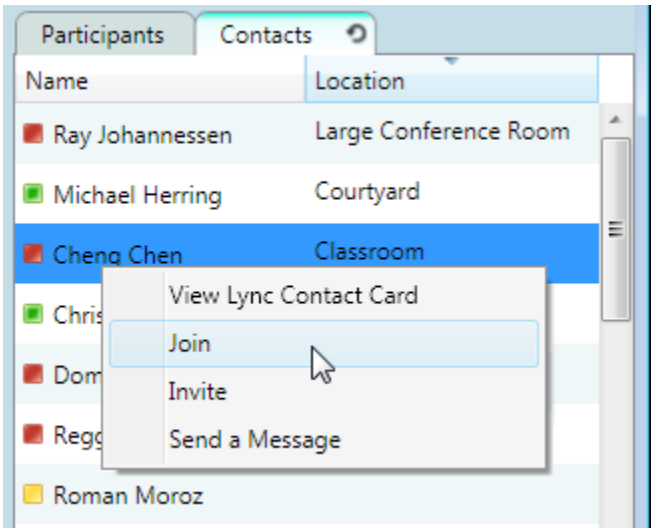
Joining Another Person

Another method of teleporting is by use of the Join function. You can right-click on the name of another person in your Contacts List, who is located in a separate location from you, and choose the **Join** option.



Right click option to join your contact

When you join another person, you will be teleported to the exact coordinates of that individual in the location they are present in.

This will only be the case if you have permission access to the location of the individual you are joining, or the location is not already locked by a moderator. If either of these cases exist, you will be presented with a message stating that you cannot access the location.

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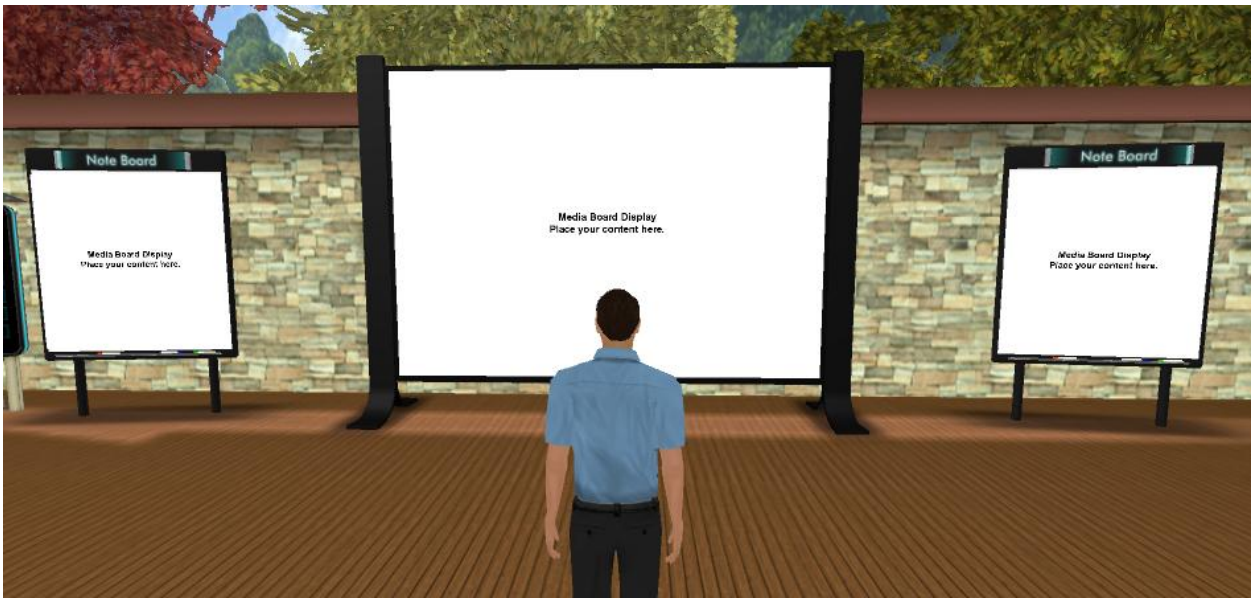
Media Boards

Media Boards appear throughout the environment on any surface including walls, whiteboards, easels, screens, etc. and provide the ability to display and share content to anyone that enters those spaces. They can be used for agendas, announcements, note-taking, navigation signage, linking to URLs, various types of branding and personalization, application sharing, video display, and presentations. Each Media Board can support multiple "slides" of content.



Avatar standing in front of three Media Boards

The following right-click options are available on Media Board surfaces. Note that you do not have to zoom in on the surface to access these options.

Right-click Menu Item	Description
Next Slide	Move forward to the next slide of content.
Previous Slide	Move backward to the previous slide of content.
Add/Edit Web Link on Current Slide	Displays the Add/Edit Web Link window
Edit Current Slide	When selected on a slide that contains text it will open the Text Editor. When selected on a slide with any other content, it will display the file upload window.
Delete Slide	Removes the current slide.
Clear All Content	Removes all the content that has been posted to this Media board.
Add Text	Opens the Text Editor window allowing you to enter text on a new slide.
Add File	Opens the File Upload window allowing you to add a new file to the surface.
Share Application	Opens the Share Programs window allowing you to select the applications you wish to share.

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Share Desktop*	Starts an appshare of your entire desktop.
Share Monitors**	Starts an appshare of the desktop of both monitors .
Share Primary Monitor**	Starts an appshare of the desktop on the primary monitor.
Share Secondary Monitor**	Starts an appshare of the desktop on the secondary monitor.
Launch Web Link	Opens your default web browser and navigates to the URL of the web link present on that slide.
Delete Web Link on Current Slide	Removes the web link on that slide.

*only available for those using multiple monitors
** only available for those using a single display

Note that only the options for adding text, a file, or an appshare are available when a Media Board does not have any content already posted to it.

Supported File Formats

Format	File Type	Limitations
Images	JPG, JPEG, GIF, TIF, TIFF, PNG, BMP, TGA, and DDS	No larger than 2048 x 2048 10 MB max size
Presentations*	PPT, PPTX, PPS, and PPSX	
Video/Animation	FLV, F4V, F4P, MP4, MOV, M4V, 3GP, 3G2, SWF, and RTMP	100MB max size SWF content can be displayed on the surfaces only via a URL path

*ProtoSphere requires that Microsoft PowerPoint 2003, 2007, or 2010 be installed in order to upload PPT and PPTX files to Media Boards. When adding a PPT file to a Media Board, ProtoSphere utilizes the Microsoft PowerPoint to convert the document to a series of JPGs for display on the surface. As such, there is no support for embedded animations or video within the PPT files.

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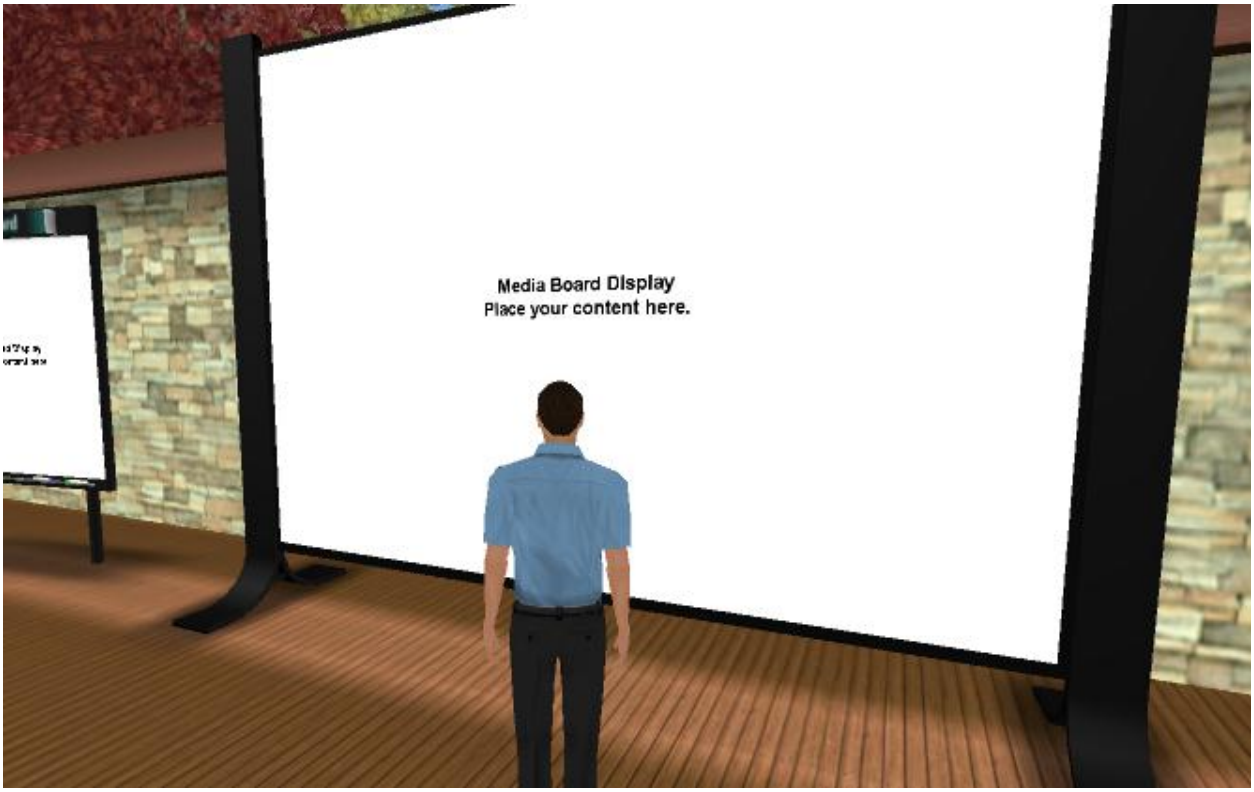
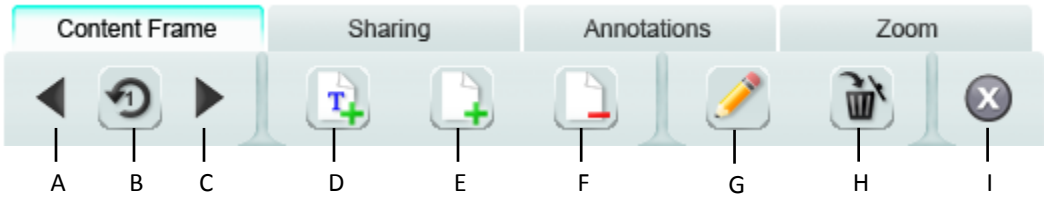
Media Boards that have not yet been populated with content will appear in the environment with text that reads, "Media Board Display. Place your content here."



The initial view of a Media Board

When you click on a Media Board surface to zoom in on it, the Action Bar will change and display the following options:



Content Frame Tab

A. *Move backward through multiple slides* ***B.*** *Reset back to the first slide* ***C.*** *Move forward through multiple slides* ***D.*** *Add text to a new slide* ***E.*** *Add a file to a new slide* ***F.*** *Delete the current slide* ***G.*** *Edit the current slide* ***H.*** *Clear all the slides* ***I.*** *Exit the zoom state*

This first tab of the Action Bar allows you add/edit various content types to the surface.

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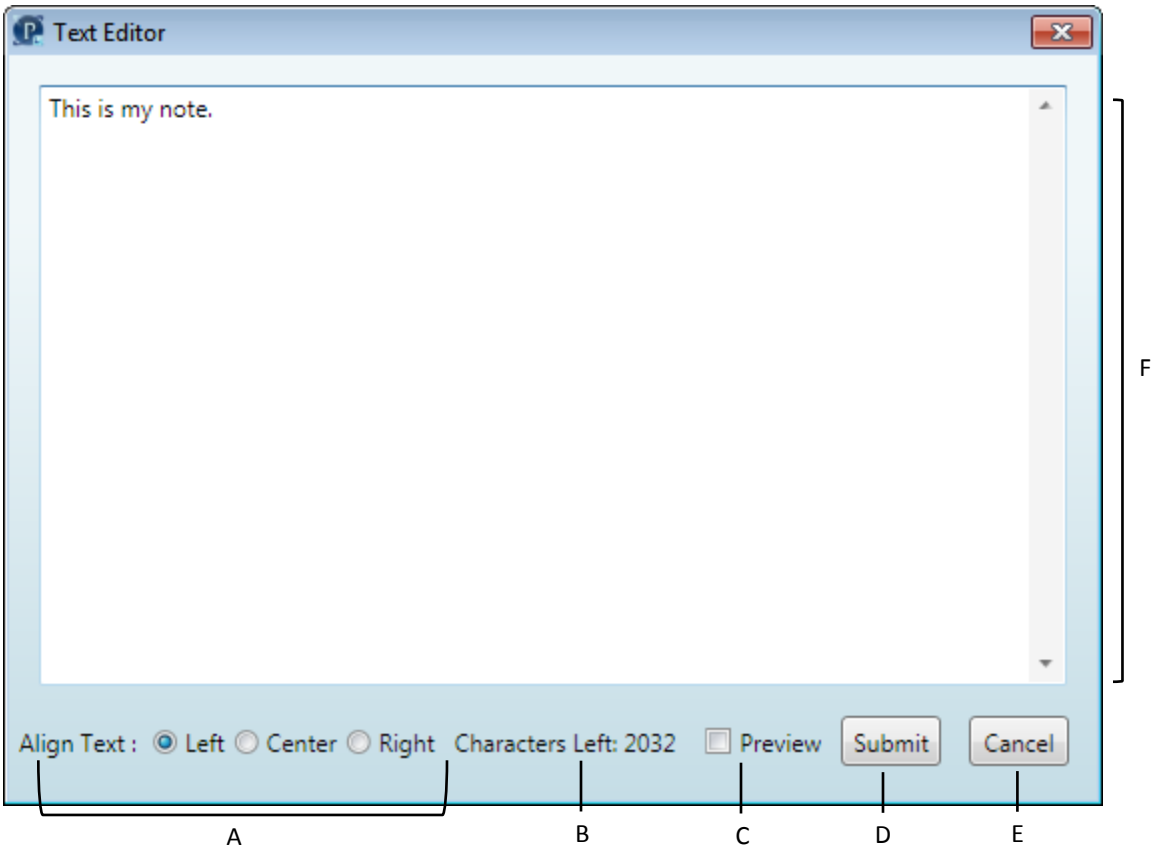
Adding Text

To add text to a new slide, click the **Add Text** button on the Action Bar:

The Text Editor window will appear:



The Text Editor window
A. *Text alignment options* ***B.*** *Remaining character count* ***C.*** *Preview option* ***D.*** *Submit the text to the surface* ***E.*** *Cancel the text entry and close the window* ***F.*** *Text input field*

Alignment options are at the bottom and allow for placement of the text to the left of the allotted area, the center, or to the right. If you check off the Preview option, you can see your text appear on the surface while you are typing into this window. Once you have entered the text you wish to display click the **Submit** button.

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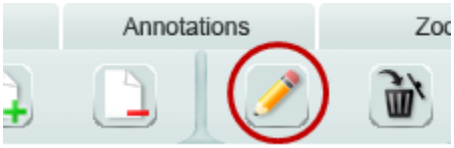
Supported characters include the following:

!"#$%&'()*+,-./0123456789:;<=>?@
ABCDEFGHIJKLMNOPQRSTUVWXYZ[\]^_`abcdefghijklmnopqrstuvwxyz{|}~

Note that only one person at a time may enter text onto a slide.

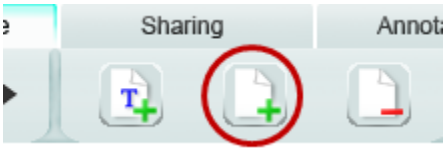
To edit text on an existing slide, click the **Edit Slide** button on the Action bar:



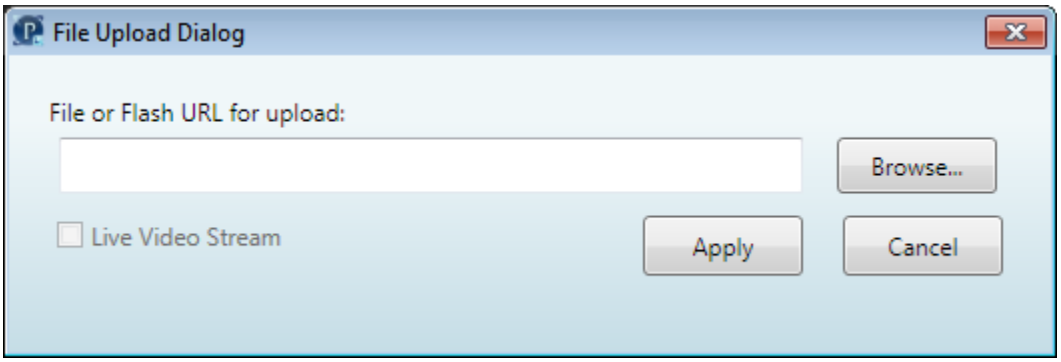
This will open the Text Editor window with the text that is currently displayed on the surface.

Adding Image or PowerPoint Files

To add an image or PowerPoint file to the surface, click the **Add File** button on the Action bar:



This will display the File Upload window:



Click the browse button to search for the file you wish to add. Once you have selected your file, click the **Apply** button.

Images and PowerPoint files can also be added to Media Boards by dragging them from your desktop directly onto the surface in the 3D environment.

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Video Display and Playback

Video in ProtoSphere uses Adobe Flash as the means of playback, which means any video that you can view by using Flash, ProtoSphere can play too, as long as you have Flash player 9.0.115.0 or higher installed.

The main video format that is supported in ProtoSphere is FLV. A number of different 3rd party tools and video editors have the capability to encode FLV videos. Adobe also provides a free encoder tool available from their website that you can use to convert your video files to that format. Other supported formats are listed earlier in this section.

Live video is also supported when using the RTMP protocol for the stream.

You can display multiple videos on a single Media Board surface, and on up to three boards in a single location.

The ProtoSphere video player is designed to accommodate a wide screen, 16:9 formatted video or smaller. The green areas in the images below show how a widescreen 16:9 video and a standard 4:3 video would be displayed.

Consideration must be given to the file size of the video you are displaying. Although ProtoSphere will support up to a 100MB video file to be uploaded to the server, it may not be the most efficient use of bandwidth when playing back the video. ProtoSphere will stream that video down to the participants, but a large video will inherently require more bandwidth to perform well, especially if many people are viewing it while on the same network. Individuals on slower connections will experience more buffering than those on faster connections.

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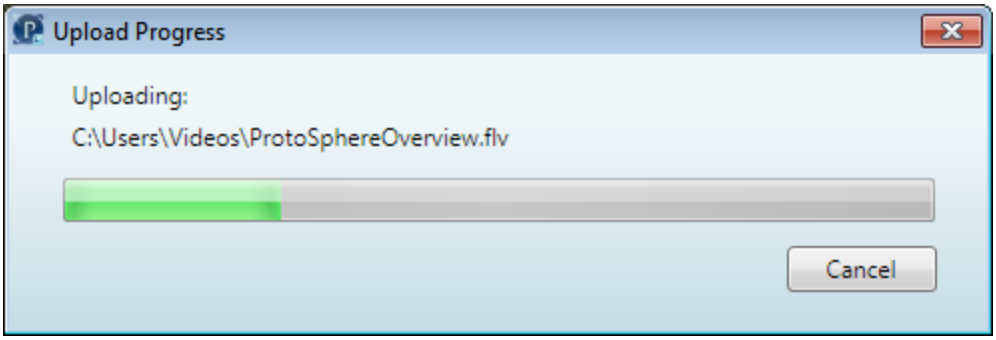
Uploading Videos

To add a video to the surface, click the **Add File** button on the Action bar. In the File Upload window that appears, select the video file you wish to upload. Click the Apply button.

Depending on your bandwidth connection, your video may take a few moments to upload. During this time you will see a progress indicator like the one below:



Upload Progress indicator for posting a video

Once the upload is complete, your video will appear on the surface:

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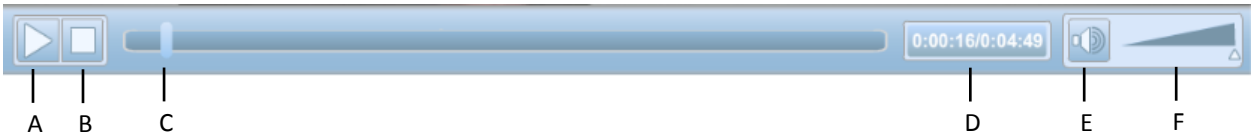
In order to interact with the video player, you must first click on the Media Board to zoom in. The player controls include the following elements:

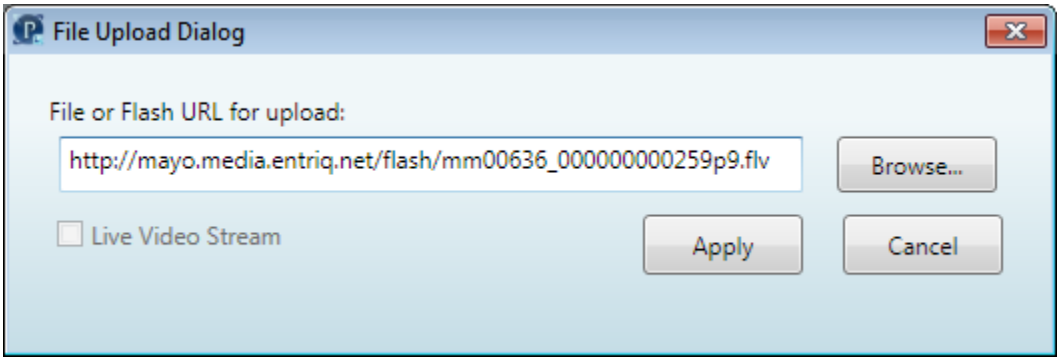


Video Player Controls
A. *Play/Pause video* ***B.*** *Stop playback* ***C.*** *Scrubber (Fast Forward/Rewind)* ***D.*** *Current Time/Total Time*
E. *Mute/unmute audio* ***F.*** *Volume slider*

Similar to other content that appears on Media Boards, everyone within the location will see/hear the video at the same time.

Adding Video via a URL

Support also exists for the playback of videos that reside on the internet or other web servers, without the need to upload them. To do this, click the **Add File** button. In the File Upload window, type in or paste the URL path of the video you wish to play. The URL must begin with http:// and it must end with the file extension of one of the supported video formats.



Note that videos that have been linked to via a URL will require a progressive download in order to play back for all users in the environment. Unlike streaming videos, progressive downloads require that a certain portion of the video be downloaded before playback can begin. On slower connections, longer delays may be experienced when trying to watch one of these videos.

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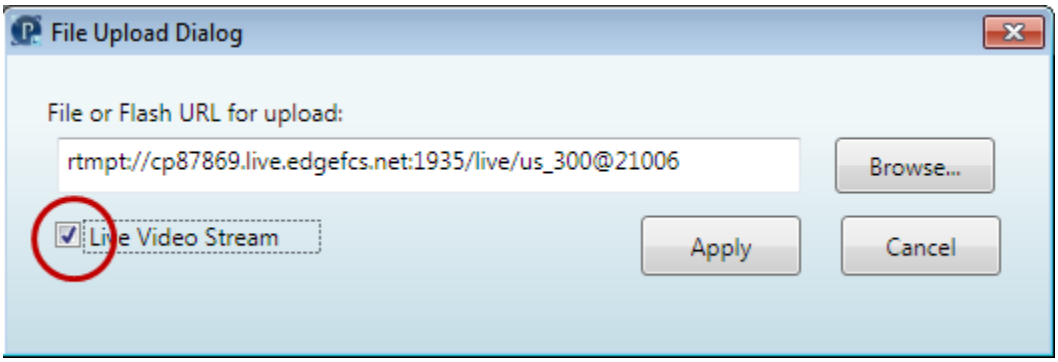
Adding Video from a Live Broadcast

You can add a video feed from a live broadcast using the RTMP protocol and a live streaming server.

To add a live video stream, click the **Add File** button. In the File Upload window that appears, type in or paste the URL path of the live video you wish to play. The URL must begin with either rtmp:// or rtmpt:// for this to work properly. Then, check the box labeled **Live video stream**.

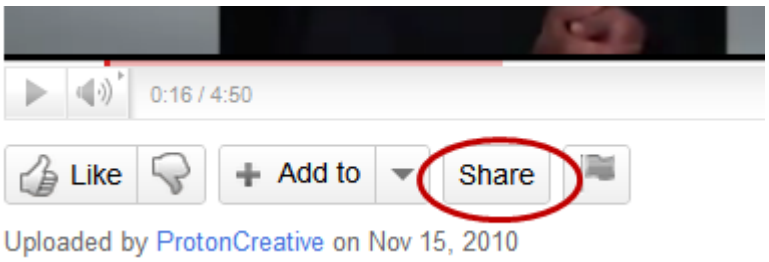


Click **Apply**. Your live video stream will appear on the surface for all users to experience.

Playing a YouTube Video

ProtoSphere also allows you to play YouTube videos with a similar method as described in displaying a video via a URL.

In your web browser go to YouTube and bring up the video that you wish to display in ProtoSphere. Below the video, click the **Share** button:



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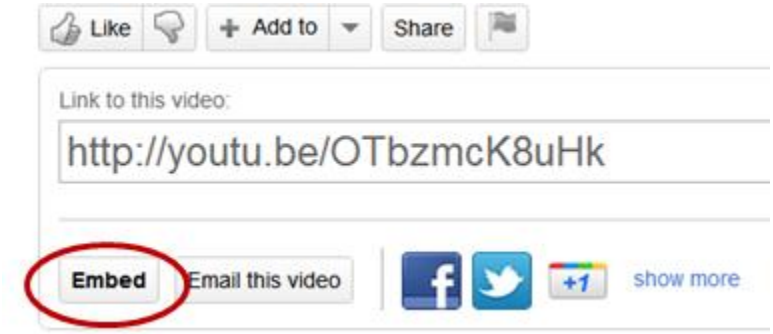
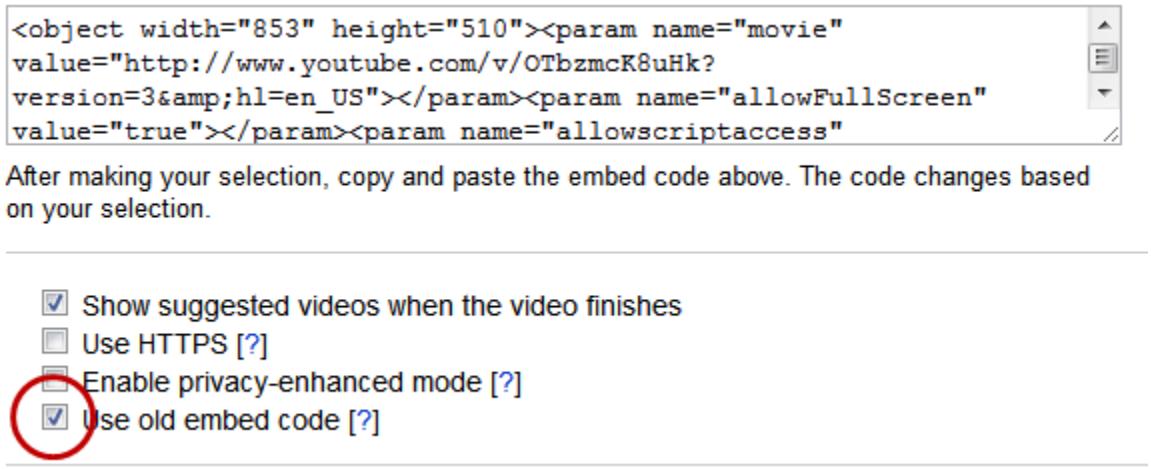
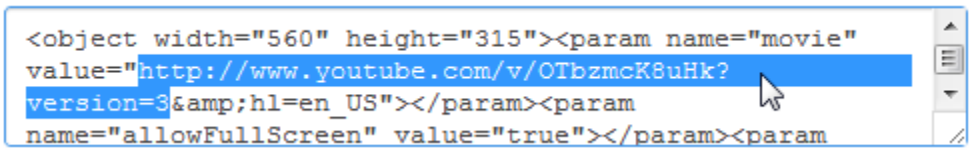
Then click the **Embed** button:



Make sure the checkbox labeled **Use old embed code** is selected:



Within the HTML block of code that is displayed, highlight and copy the first part of the URL for the video, up to and including the variable "version=3":



In this example, the copied URL is: **http://www.youtube.com/v/OTbzmcK8uHk?version=3**

In order to add this URL to ProtoSphere, you need to append "**.swf**" to the end of it, so that it looks like this: **http://www.youtube.com/v/OTbzmcK8uHk?version=3.swf**

Paste the full URL into the File Upload window in ProtoSphere and click the **Apply** button.

This will display the YouTube video and player directly on the surface of the environment:

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Note: When a YouTube video is displayed on the surface, playback is performed asynchronously for all users within that location. What this means is if you and another colleague were in the space together, and your colleague clicked the Play button, only they would see and hear the video playback. You would see and hear the video playback only at the point in which you clicked the Play button. Pause/Stop and scrubbing commands work in the same manner.

Adding Flash Content

You can display Flash based content on Media Boards by linking to the SWF files that make up that content.

Click the **Add File** button the Action bar.

In the File Upload window, add a link to the SWF content. It must reside on a web server accessible to those individuals who would be coming into this location.

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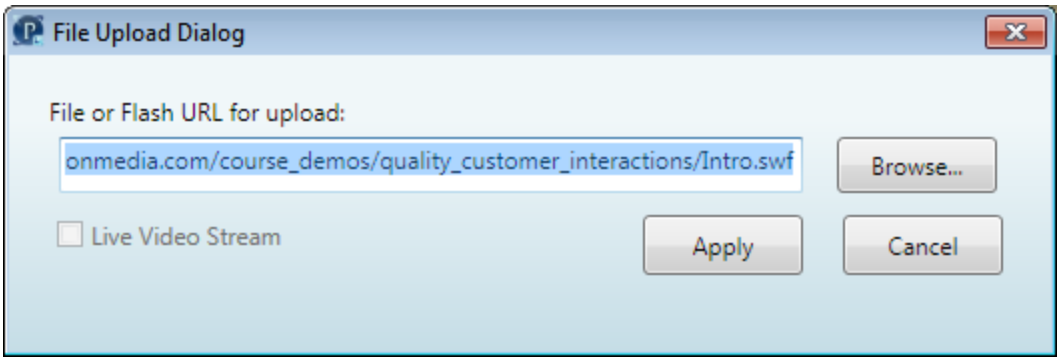
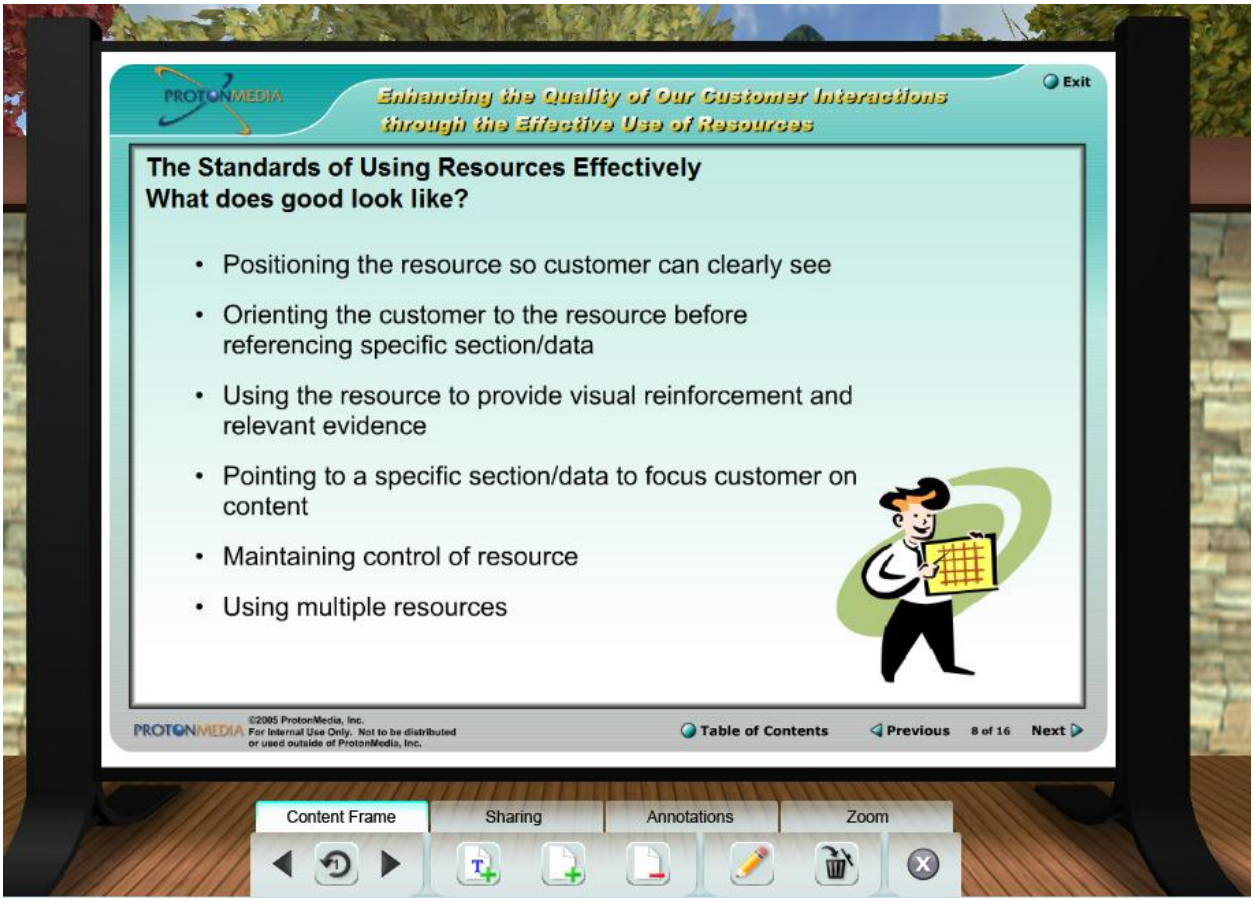


Click the **Apply** button, and the Flash content will appear on the Media Board surface.


PROTONMEDIA
Enhancing the Quality of Our Customer Interactions through the Effective Use of Resources
Exit
The Standards of Using Resources Effectively
What does good look like?
• Positioning the resource so customer can clearly see
• Orienting the customer to the resource before referencing specific section/data
• Using the resource to provide visual reinforcement and relevant evidence
• Pointing to a specific section/data to focus customer on content
• Maintaining control of resource
• Using multiple resources
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You can interact with the Flash content as you normally would in your web browser.

Note that the interactions and playback of Flash content is done in an asynchronous manner. Although everyone in the location will see this content, they interact with it on their own, at their own pace.

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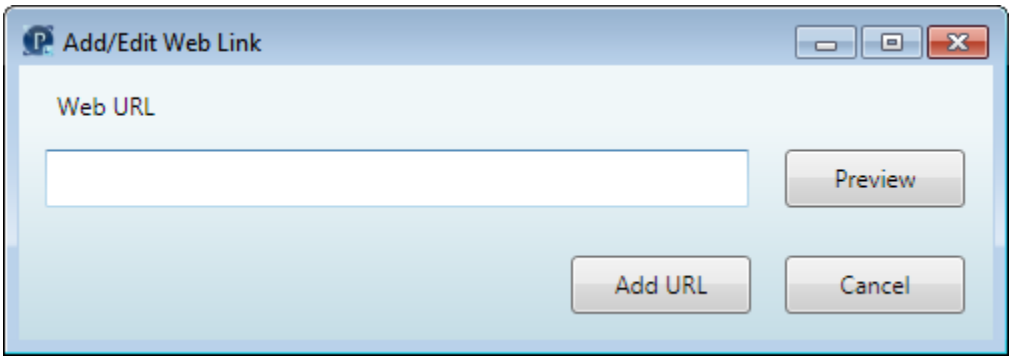
Adding a Web Link

To add a web link (URL) to a Media Board, right-click on the surface and choose **Add/Edit Web Link on Current Slide.**

The Add/Edit Web Link window will appear allowing you to enter the URL of the link and then apply it to the surface. You can preview the web link and make sure you've entered the address correctly by clicking the **Preview** button.



Add/edit Web Link dialogue window

When you click the **Add URL** button, the link will appear as an icon in the lower right corner of the Media Board surface and the content that it's displaying. The web content is launched by clicking on this icon. You can also launch it by right-clicking the surface and choosing the **Launch Web Link** option.

Web links can only be applied to a Media Board that already has at least one slide of content on it.

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Annotations

ProtoSphere provides you with the ability to annotate over top of individual slides of content. You can use the annotation tools to draw over top of text, images, PowerPoint slides, and video.

Annotations Tab
***A.** Pen color selections* ***B.** Eraser* ***C.** Clear all annotations*

To annotate on a Media Board, select the **Annotations** tab, and then choose one of the five colored pen choices. Then use your mouse to draw directly on the surface.

Note that the area in which you are able to draw upon will be determined by the dimensions of that content.

To use the annotations tools as a whiteboard, **right-click** on the board surface and choose **Add Text to New Slide**. When the Text Editor window appears, simply click the **Submit** button to create a blank screen. You now have a blank surface to mimic a whiteboard.

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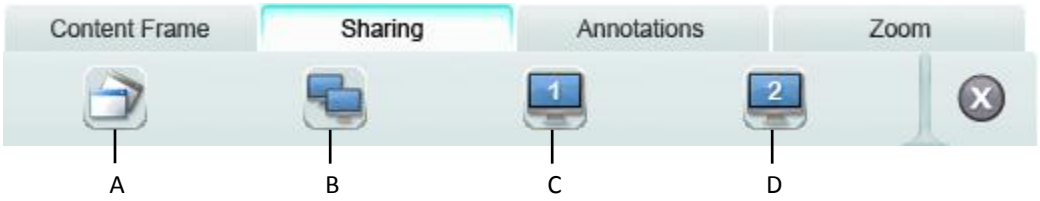
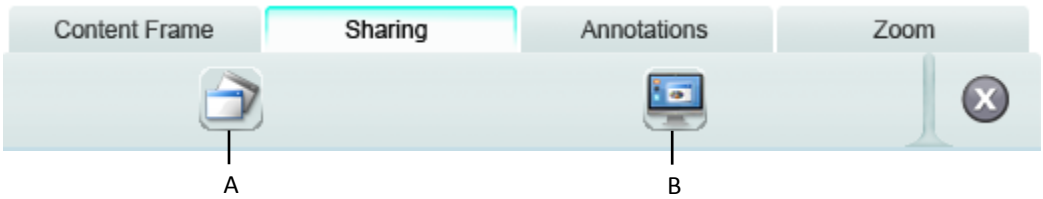
Sharing an Application

Media Boards allow you to share an application from your desktop with other participants in the location. You can share specific programs or your entire desktop if you choose.

The **Sharing** tab of the Action bar provides you with various options for starting/stopping and controlling application shares.



Sharing Tab (when used with multiple monitors)
A. *Share specific applications* ***B.*** *Share the desktop of both monitors* ***C.*** *Share the desktop of the primary monitor* ***D.*** *Share the desktop of the secondary monitor*



Sharing Tab (when used with a single display)
A. *Share specific applications* ***B.*** *Share your entire desktop*

Additional buttons that will appear in the Action bar's Sharing tab during an appshare include the following:

Description	Button
Request control of the appshare	
Release control of the appshare	
Stop the current appshare	

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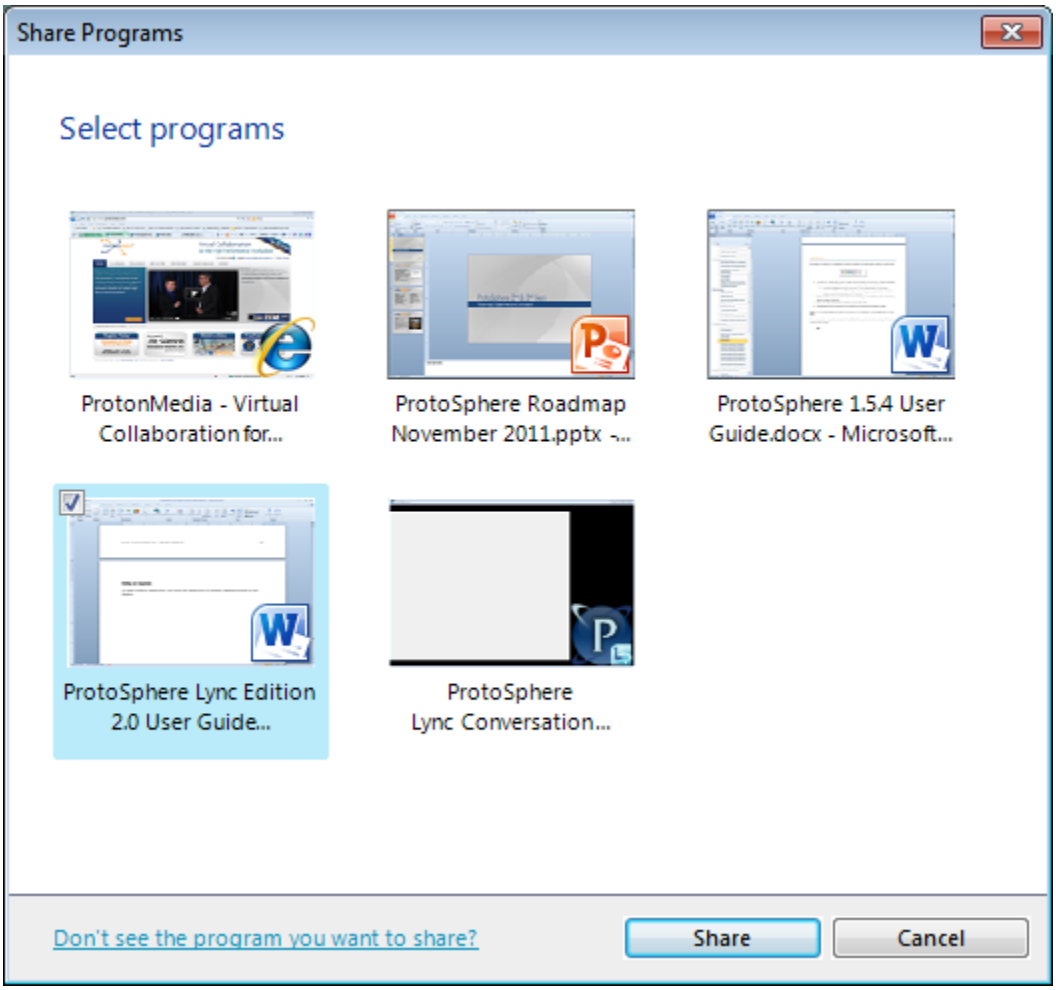
Starting an Appshare

To share a specific application, first have that application or program already running on your desktop.

From the Sharing tab, select the **Share Programs** button.

Best Practices Tip
To keep performance levels high, it is recommended that only one application share at a time take place in any one location.

This will open the Share Programs window, displaying a live preview of all the running programs on your computer. Each program will be represented by a live thumbnail.



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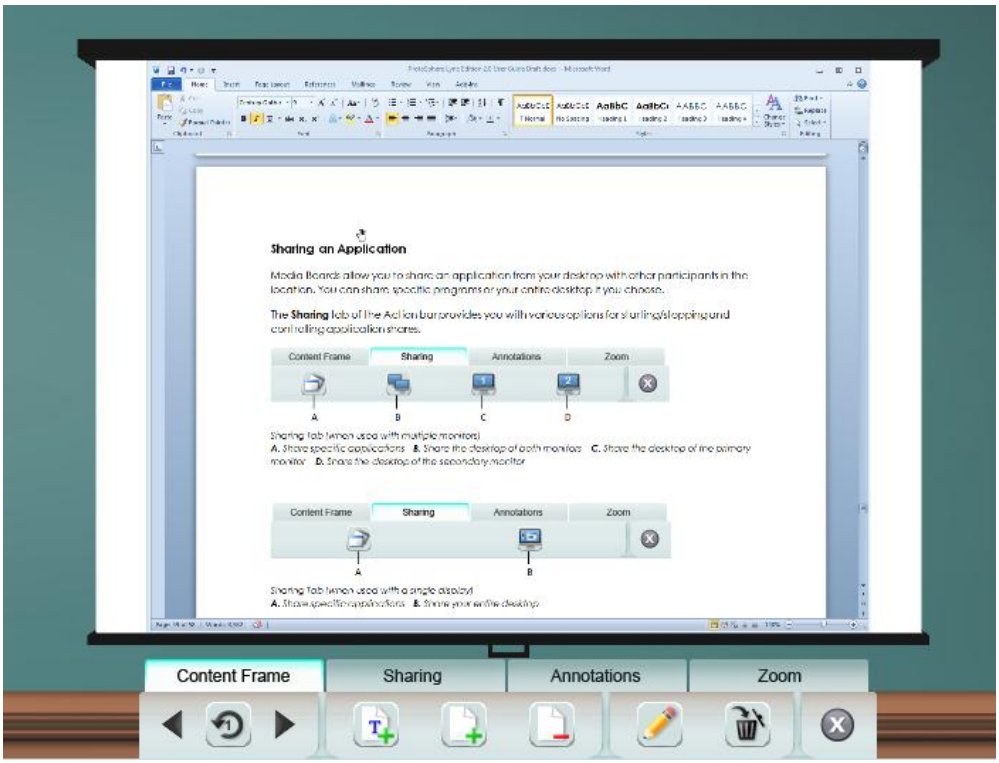
Select the program you want to share, then click the **Share** button. Note, you can share multiple applications if you wish – simply check the box next to each application thumbnail you wish to share.

A message will appear for other participants on the Media Board surface stating "Joining Sharing…" When they have connected to the share, they will see what you are sharing:



Participants' view of an application share

When you initiate an application share, the sharer will see the application share toolbar at the top of their display:

This gives you access to granting control to other participants and also provides the ability to stop the share. Participants will not see this toolbar if you are sharing applications; however it can be seen if you are sharing your entire desktop or monitor.

Best Practices Tip

You can use Windows 7's ability to snap applications to the left and right side edges of your desktop so that you have a view of your shared application along with a view of ProtoSphere.

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Granting/Requesting Control

As a participant of an appshare, you can request control of the share.

Click on the Media board to zoom in, then from the Sharing tab, click the **Request Control** button.

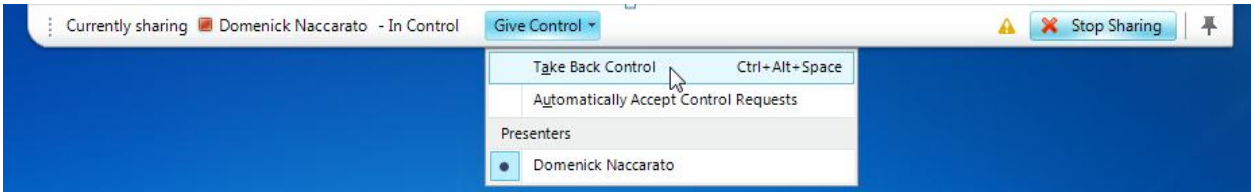
A message will be sent to the sharer that you are requesting control. This message appears in the application toolbar:

The sharer must click accept, and the requesting party will have control of the application. Be sure that the application you are sharing remains in focus on your desktop.

The sharer's toolbar will have the name of the person who is in control of the share at that time:

You must remain zoomed in on the Media Board surface while controlling the appshare of another person. If you zoom out, you will automatically release the control that was granted to you.

The sharer can take back control at any time by clicking on the **Give Control** dropdown option and selecting **Take Back Control**. Hitting **CTRL+ALT+SPACE** on your keyboard also accomplishes the same thing.



If you wish, you can also choose to automatically accept control requests during an application share. Select the **Automatically Accept Control Requests** option from the **Give Control** menu. When you do this, any request for control will automatically be accepted.

You can also give control to anyone listed under the 'Presenters' heading without the need for them to request it first.

If a request for control is denied, the requesting individual will receive a message in their Message Center that states, "Your request for control was not accepted."

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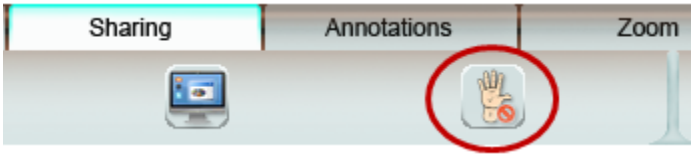
The individual who initially requested control may release it at any time by clicking the Release Control button located in their Sharing tab.



To stop an appshare, you can either click on the **Stop Sharing** button in the application share toolbar:

…or you can click the **Stop Share** button in the ProtoSphere Action bar's Sharing tab:

A note about Occlusion

Occlusion is when someone is sharing an application, but has another window sitting on top of it. In ProtoSphere, the participant's experience will not be interrupted when the shared window is occluded. However there are some exceptions to this – when the window on top happens to be a high privileged application, the participants will see a black window sitting on top of the shared application.

When the sharer has granted control, the occluding window shows up as a transparent overlay, so that the remote controller knows which areas the clicks will not go through.

Bandwidth Considerations for Shares

Application sharing is inherently a big consumer of bandwidth. That amount of bandwidth that is consumed is dependent on the type of content being shared. For example, an application that has a lot of media/motion/ or animation that is present will require more bandwidth to transmit than say a document that has text in it. This is important to keep in mind when sharing with large groups of people (up to 25). The performance of the share will vary depending on the total bandwidth of the network ProtoSphere connects through and the amount of bandwidth available to the end user client.

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Locked Media Boards

It is possible within ProtoSphere to either have a Moderator lock a Media Board, or have permissions removed from a publicly accessible Media Board.

If you zoom in on a Media Board that has been locked by a Moderator, then your view of the Action bar will look like this:

Notice that your ability to add or remove content, share applications, or annotate over the surface is all disabled; including any ability to navigate through multiple slides of content.

For information on Moderators' abilities to lock a Media Board, please see this section.

If you zoom in on a Media Board that has had its permissions specifically assigned or removed, and you are not included in those special permissions, then your view of the Action bar will look like this:

In this case, the difference is that you *can* navigate through multiple slides of content, if they exist, but any ability to add or remove content, share applications, or annotate over the surface is disabled.

For information on assigning/removing permission access to Media Boards, please see the ProtoSphere 2.0 Administration Guide.

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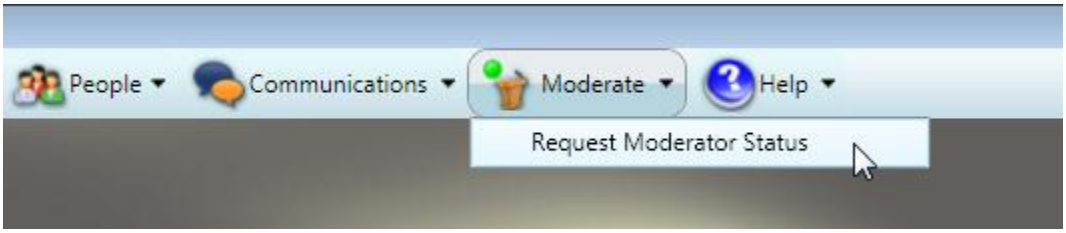
Moderating

The moderator functions in ProtoSphere allow you to have more control of an event or meeting, it's content, and the level of participation that people will experience in a specific location.

Obtaining Moderator Status

Any user in ProtoSphere may obtain moderator status. To do this, click on the **Moderate** button from the top menu bar and select the **Request Moderator Status** option.



When you select this option, a request is automatically sent to the system, which in turn automatically grants you Moderator status.

Participants are made of aware of who the Moderators are in the environment via the 'Moderator' label that appears along with their name above the avatar:

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Your moderator status is brought with you as you teleport from one location to another. This allows you to access all the moderator features that may be necessary during events or sessions that take place in multiple locations.

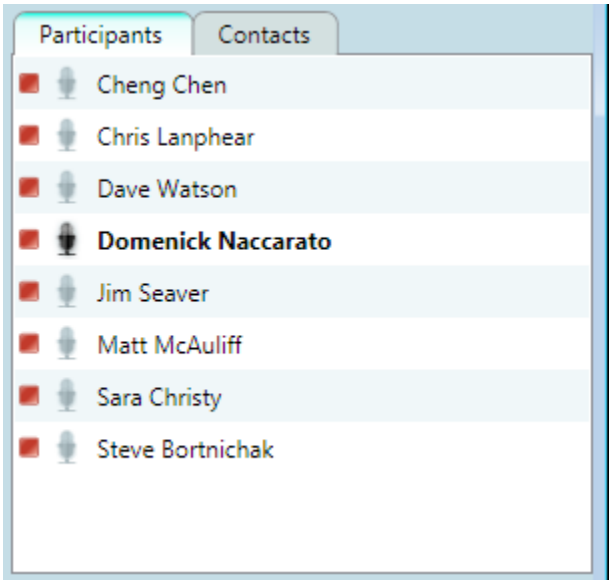
As a moderator you may also enter a location that already has a moderator or group of moderators present in it, unless the location has already been locked.

Once you have obtained Moderator status, a series of options is provided to you from the Moderator menu button as well as the right-click options on Media Boards, SharePoint Boards, Avatars, and the names of other participants in your location.

Moderating Voice Audio of Participants

Moderators have the ability to control the voice audio of the participants in the current location. This can be accomplished a few different ways.

From the **Moderator** menu button, select the **Mute Everyone** option.



All participants but the moderator are muted

This will disable the audio input for all participants in the location, except other moderators. These participants will still be able to hear you and other moderators.

To re-enable the voice audio, click the **Unmute Everyone** option from the **Moderator** menu button.

You can also selectively mute/unmute participants by either right-clicking on their avatar or their name in the Participants list and selecting the **Mute** & **Unmute** options.

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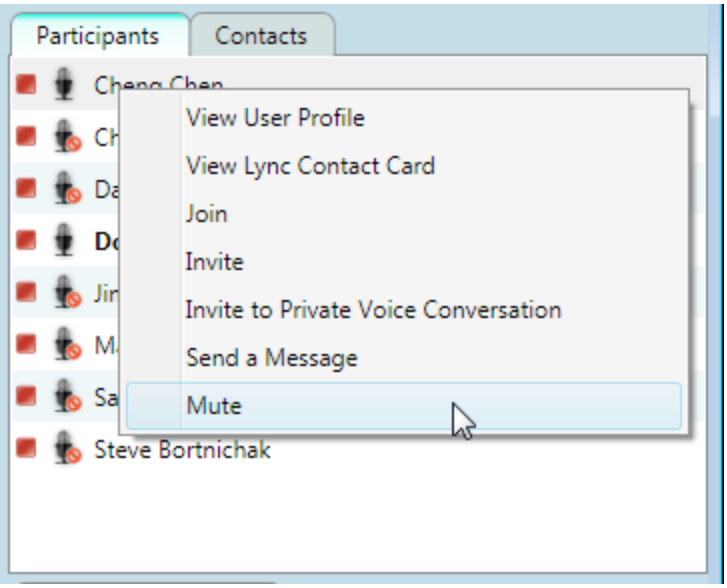

Choosing to mute a specific individual

Moderating the Group Conversation

Moderators have the ability to control the Group Conversation abilities of participants in the location.

When you obtain Moderator status, by default, the option to Enable the Group Conversation is selected. This allows participants in the location to continue using the group conversation text chat.

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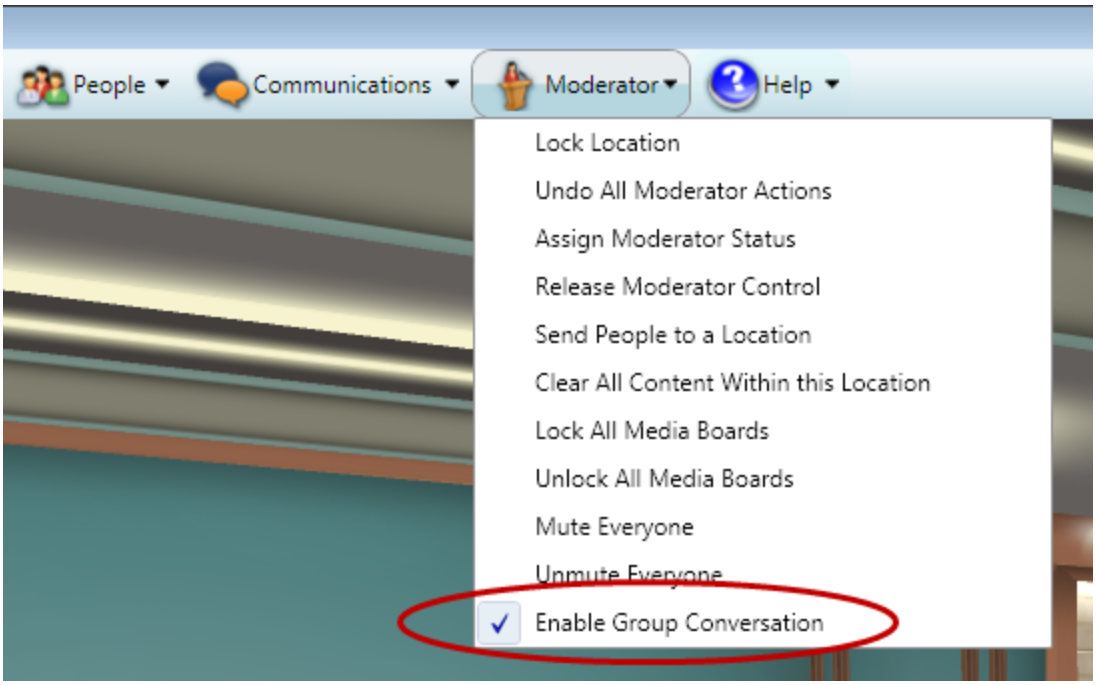

If you uncheck this option, it will keep other participants from being able to enter text into the Group Conversation window. They will only see text that is entered by yourself or other moderators. Note that this option does not keep participants from being able to have private text conversations with one another.

Moderating Media Boards

It may be important to moderate the presentation of content on a Media Board during a session. This allows you, the moderator, to control the content displayed on a Media Board surface and disallows any other participant from being able to add/edit/remove or otherwise change it. ProtoSphere provides two methods for achieving this; you can either lock all the Media Boards in the location, or lock them individually.

To lock all the Media Boards in a single location, go to the **Moderator** menu button and select the **Lock All Media Boards** option.

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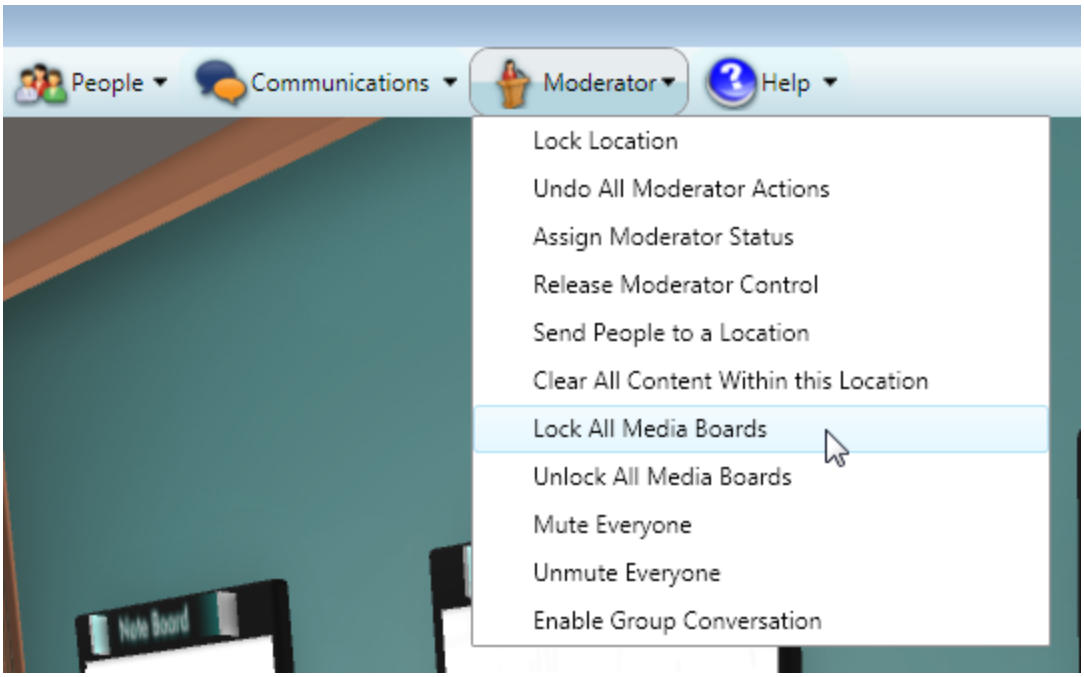
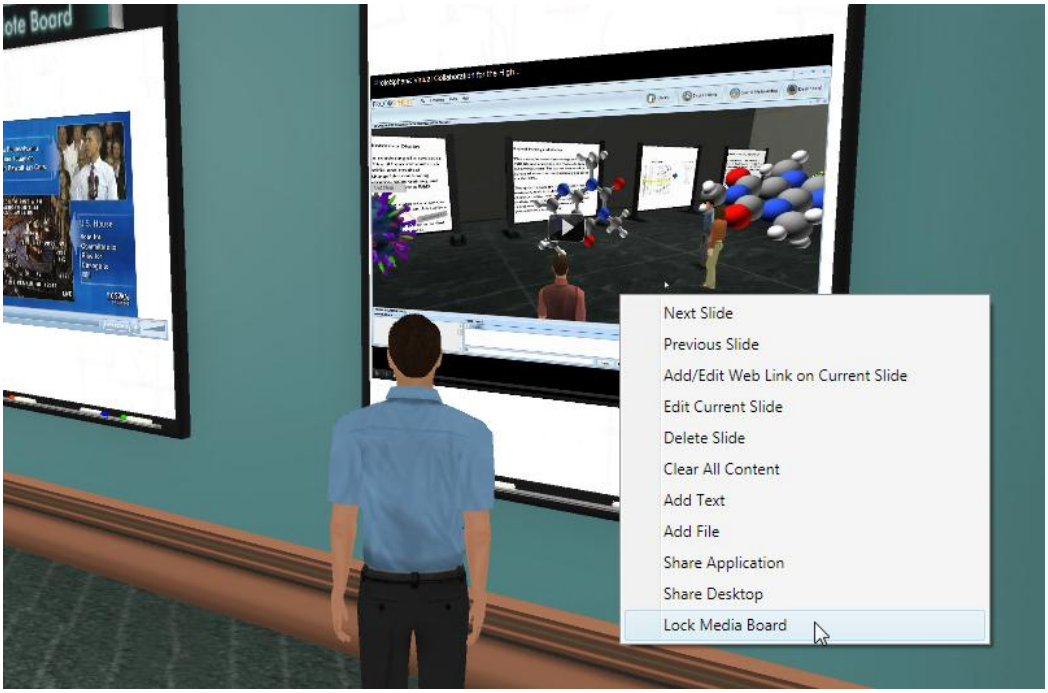


Locking all the Media Boards in a single location

Conversely, to unlock them all, click the **Unlock All Media Boards** option.

To lock a specific Media Board, approach the surface, right-click on it, and choose **Lock Media Board**.



Locking a specific Media Board

Conversely, to unlock a specific Media Board, approach the surface, right-click on it, and choose **Unlock Media Board**.

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Locking a Location

If you choose to, as a moderator you have the ability to lock a location. What this does is prevent other individuals from entering the space.

To lock the location you are currently in, go to the **Moderator** menu button and select the **Lock Location** option.

A padlock icon will display for all participants at the bottom left corner of the application window, next to the location name:

Signifying a locked location

A location remains locked until the moderator unlocks it, or otherwise teleports to another location.

Note that the option to lock a location is disabled if that location is set as a default landing zone for any group of users. For example, it's common for the Courtyard location be the default landing zone for many individuals; as such that location cannot be locked.

When a location is locked, only moderators present in that location have the ability to invite other individuals who are located elsewhere in the 3D environment.

Locking a location does not keep participants from leaving. But those individuals must know that if they leave the locked location, they cannot re-enter unless invited by a moderator.

Moderators in other locations cannot enter a location that is already locked – they must be invited by a moderator present in the locked location.

Clearing Content

It may be necessary to clear any content that has been added to Media Boards during a session or meeting. This can be accomplished in one broad stroke by clicking the **Clear All Content Within this Location** option found under the **Moderator** menu button.

When you select this option, you will not be able to "undo" the clearing of the content.

The clearing of content also removes the configuration of any SharePoint Boards in that location.

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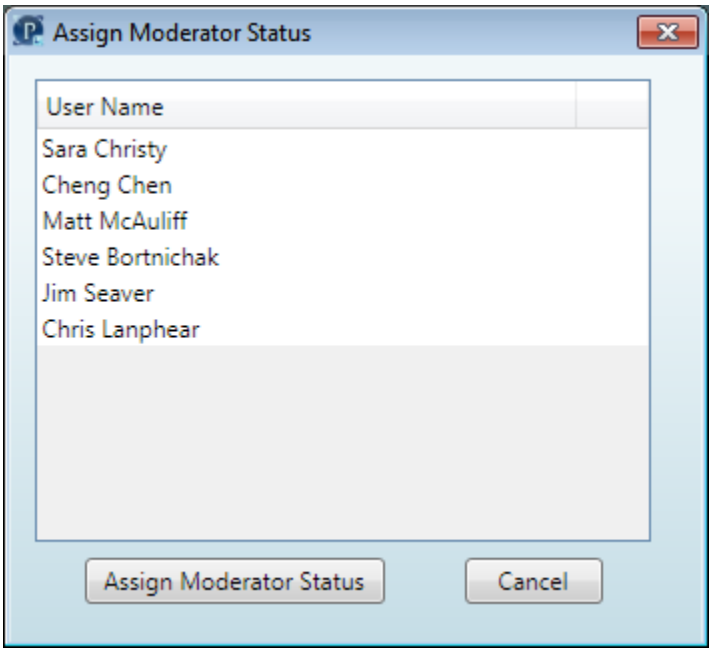
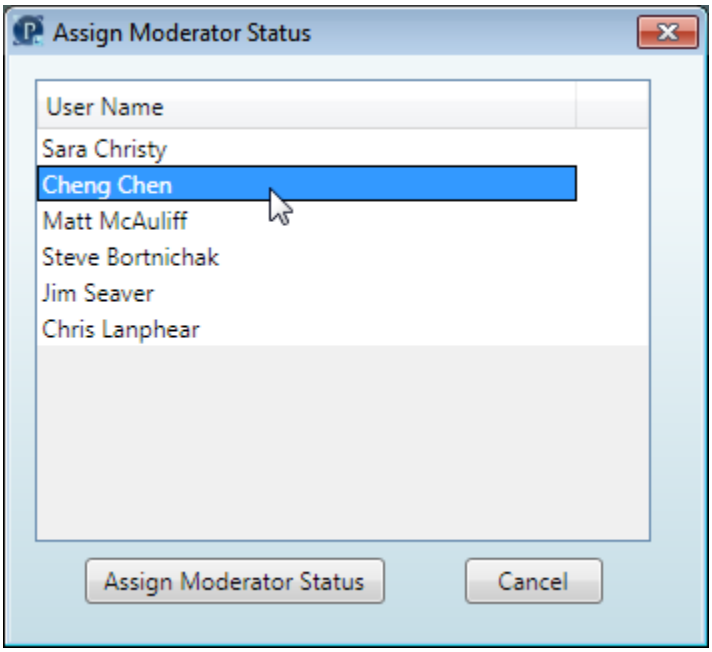
Assigning Moderator Status to Others

It may be necessary to have multiple moderators/facilitators during a session. You can share the moderator abilities that you have obtained by choosing the **Assign Moderator Status** option found under the **Moderator** menu button.

This displays the Assign Moderator Status window:



Choose the name of the individual you wish to assign the status to, then click the **Assign Moderator Status** button.



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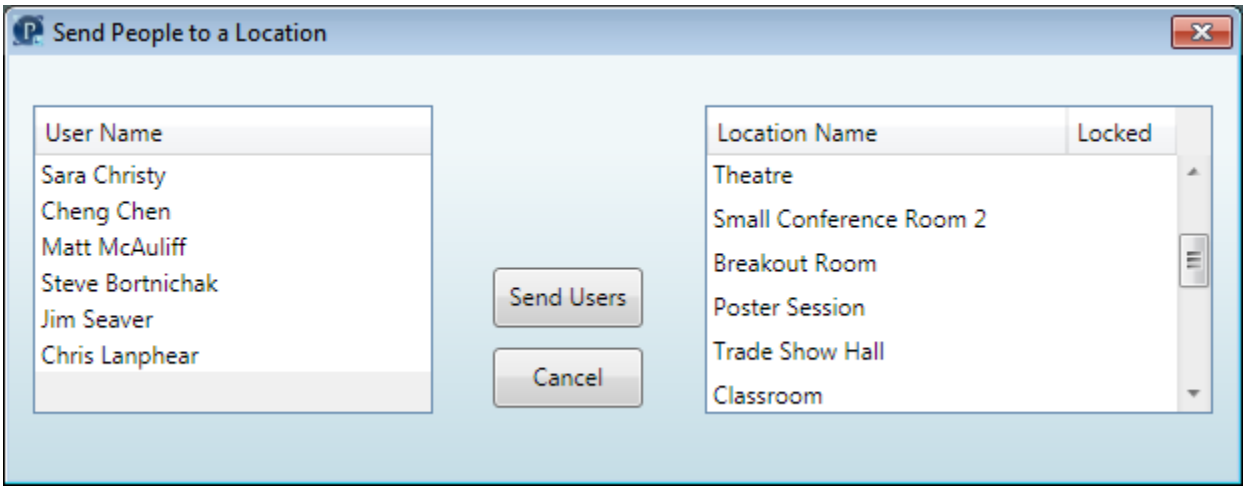
Sending People to a Location

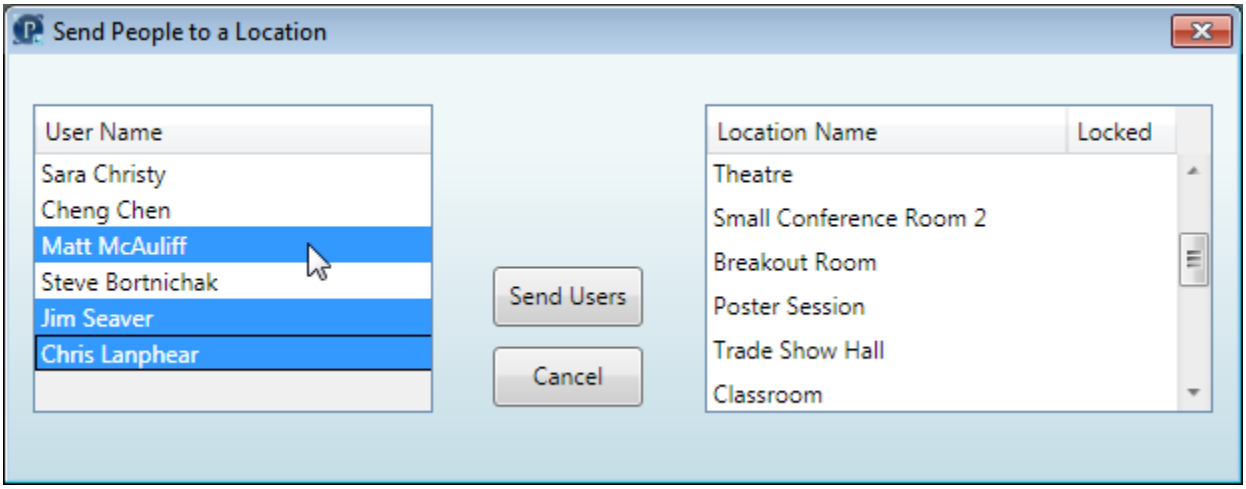
During a moderated event or training engagement, it's not uncommon to have a need to break people up into small groups and send them off to breakout sessions or other locations. This can be accomplished in ProtoSphere with the **Send People to a Location** option found under the **Moderator** menu button.

When this option is selected, the following window appears:

Best Practices Tip
In order to avoid any confusion on the part of the individual participants, be sure you clearly state that you are about send those people off to a specific location.



Select the specific individuals that are present in your location from the list on the left. Use the CTRL key on your keyboard to select multiple people.



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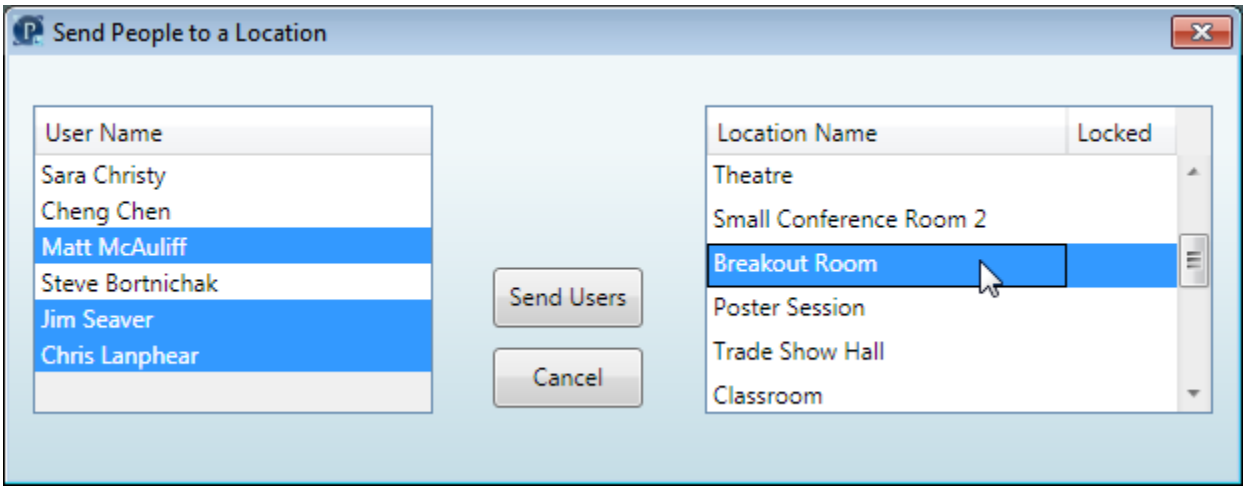
Then, on the right, select the location name you wish to send them to:



Click the **Send Users** button, and they will automatically be teleported to that location.

Please note, when there is a need to send large numbers of people into other locations, we recommend doing so in groups of 10 users at a time.

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SharePoint Boards

SharePoint Boards allow you to upload documents, images, audio files, and web links directly from your desktop or access files that are stored in SharePoint document libraries, and collaboratively edit and view them while in ProtoSphere.

Avatar standing in front of a SharePoint Board

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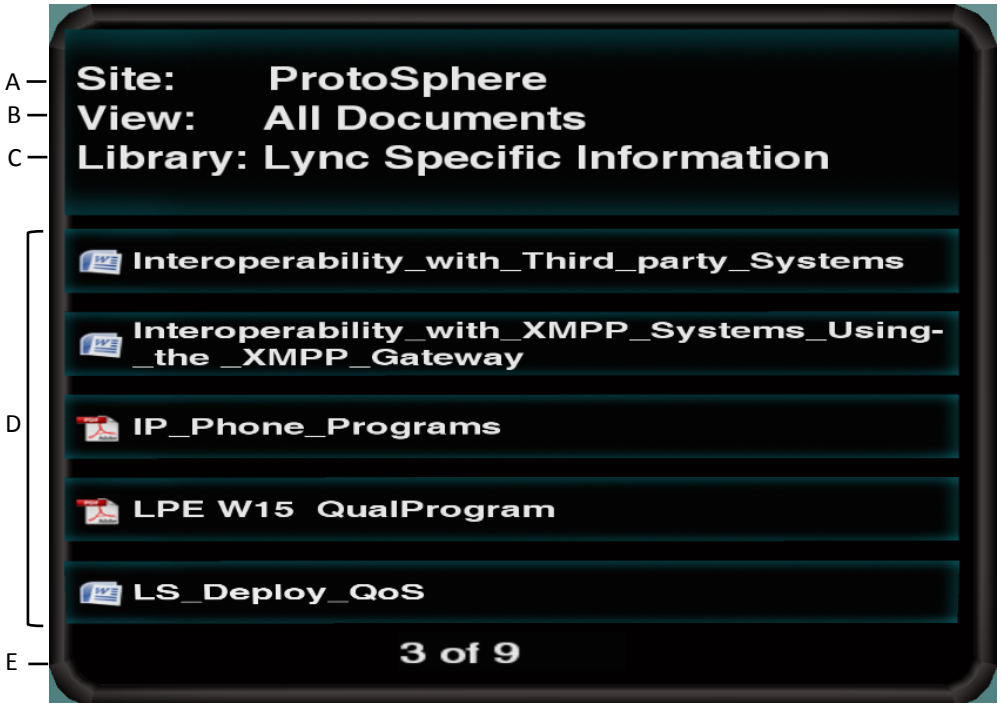

A typical looking SharePoint Board
A. *Name of the SharePoint Site* ***B.*** *The current view* ***C.*** *The SharePoint library name* ***D.*** *The list of documents and files in this view/library* ***E.*** *Page number of the document list*

There are a series of right-click options on SharePoint Boards. They include the following:

Right-click Menu Item (on the header)	**Description**
Configure	Opens the Document Library Configuration window.
Page Forward	Navigates the list of document titles forward one page.
Page Back	Navigates the list of document titles backward one page.
View/Search	Opens the Select View window.
Upload File	Opens the File Upload window allowing you to select a file to add to the library.
Right-click Menu Item (on documents)	**Description**
View/Edit	Opens a copy of the document for editing.
Save a Local Copy	Allows you to save a local copy of the document.
Delete	Permanently deletes the document from the library.

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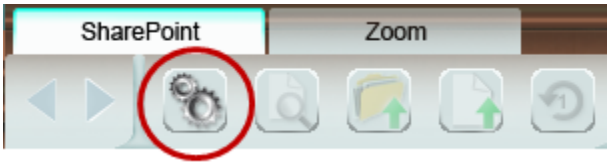
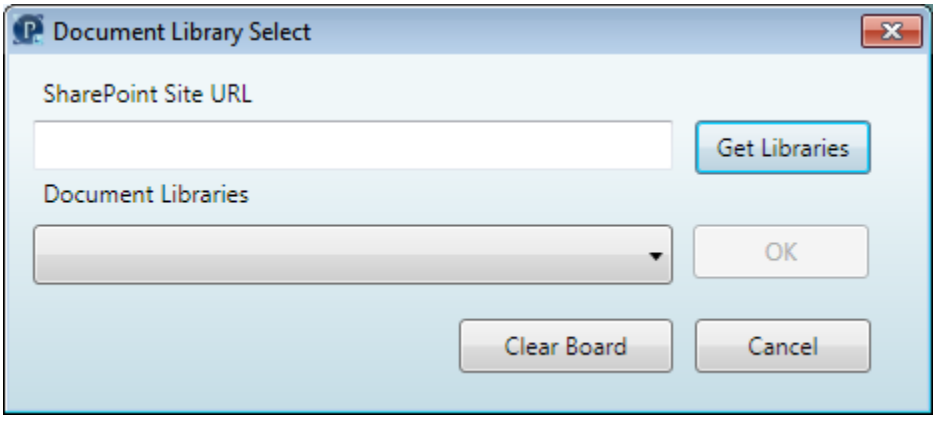
SharePoint tab in the Action Bar
A. *Page forward and back through the document list* ***B.*** *Configure the SharePoint Board*
C. *Select a different view or perform a search* ***D.*** *Navigate up a folder level* ***E.*** *Upload a new file*
F. *Refresh the display* ***G.*** *Sort by document name* ***H.*** *Sort by document date* ***I.*** *Sort by file type*
J. *Exit the zoom mode*

Configuring a SharePoint Board

To configure an empty SharePoint board, or change the library of an already configured board, click on the **Configure** button in the Action bar.



The Document Library Configuration window appears:



In the SharePoint Site URL field, enter the path to the base SharePoint site which contains the library you wish to have displayed on the board:

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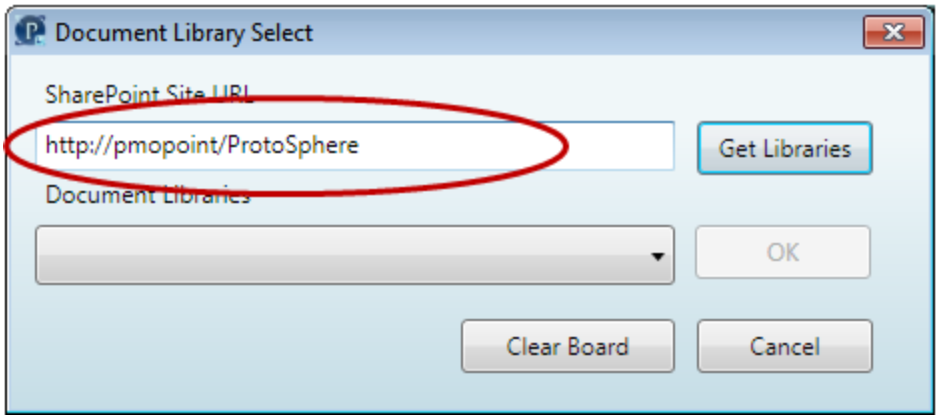
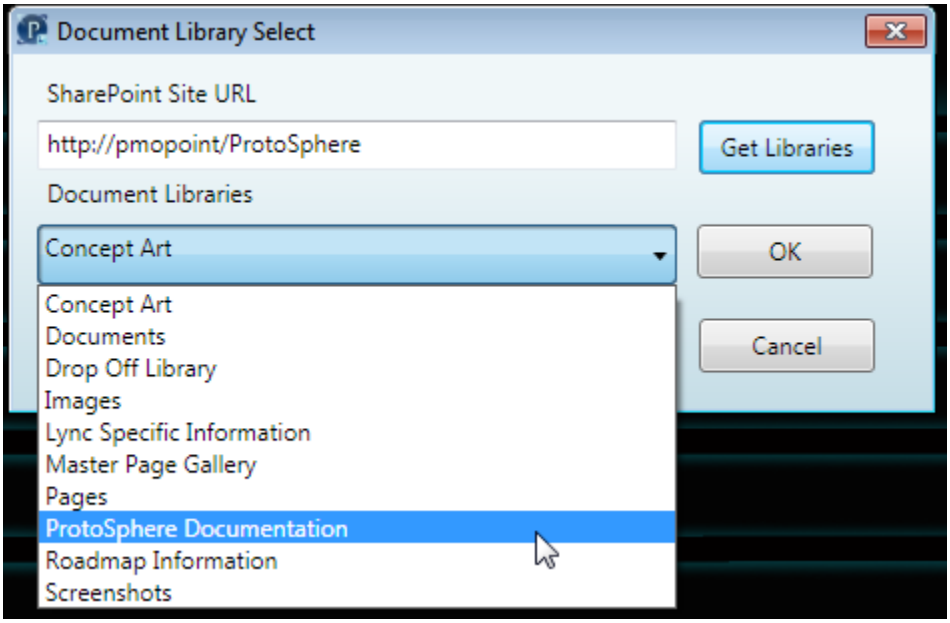


Then click the **Get Libraries** button.

The list of available Document Libraries will be populated in the pull down menu.



Select the library name you wish to display, and click **OK**.

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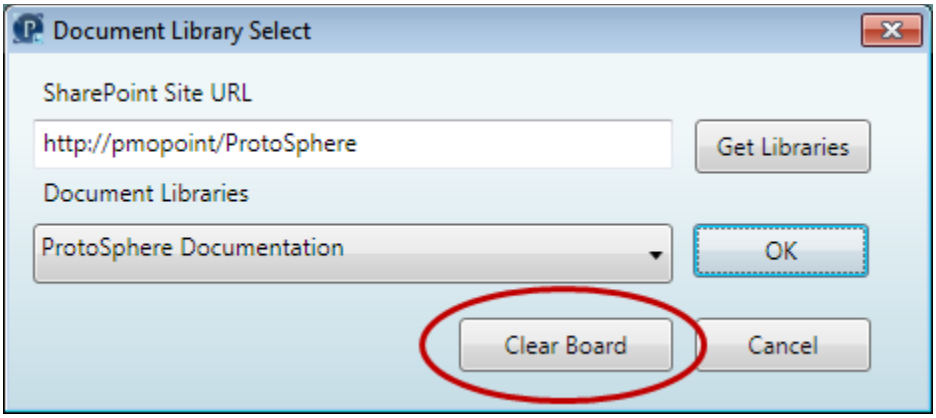
The list of documents from this library will be displayed:

If you wish to clear a SharePoint board, you can either do so via the Moderator ability to clear content, or from the Configuration window, by selecting the **Clear Board** button:



Clearing a board does nothing to the SharePoint library itself – it simply removes access to it from that particular SharePoint Board.

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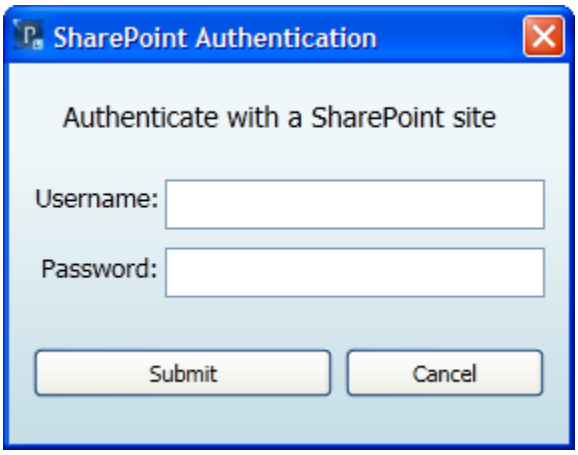
A note about SharePoint Authentication

When a SharePoint board is configured to a SharePoint site that you are not already authenticated with, you will be prompted to log in with your username and password. Typically, this username and password is the same in which you use to log into your domain with.



If you do not authenticate with the SharePoint site when prompted, you will not be able to see any of the documents listed on the board.

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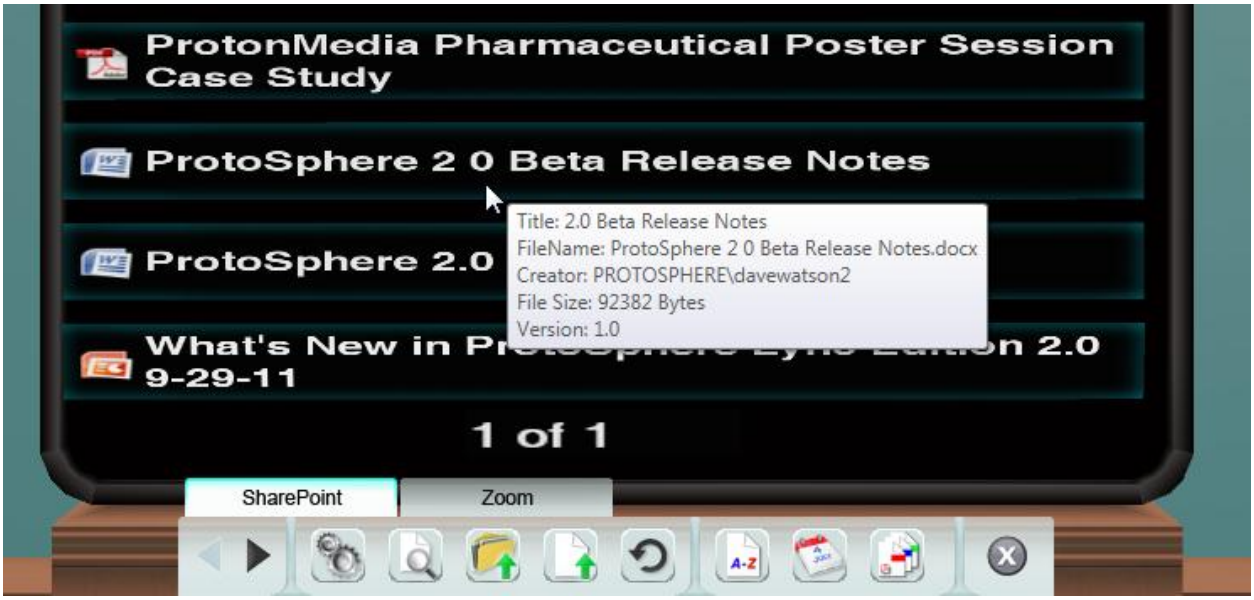
Viewing Documents from a SharePoint Board

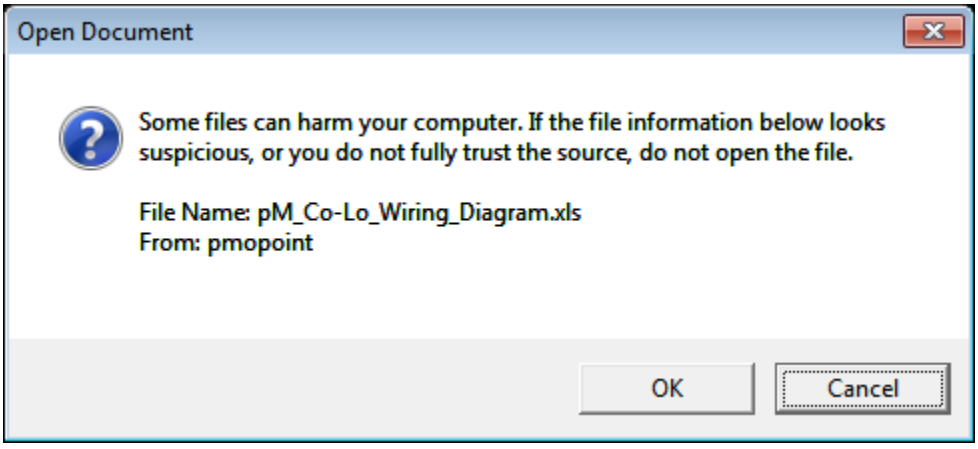
When you hover your mouse over the list of documents, a tooltip will appear for each one providing you more detailed information about that particular file. This includes the Title, Filename, the original creator of the document, the file size, and the version number.



Tooltips appear with document information

When you have found the document you wish to view, right-click on it and choose the **View/Edit** option.

Depending on SharePoint's security settings, you may receive an alert message such as this:


Open Document
Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open the file.
File Name: pM_Co-Lo_Wiring_Diagram.xls
From: pmopoint
OK
Cancel

Click **OK**, and the document will open in its native application.

Any changes you make to the document will be saved back to the library if you do not change the path to which the file is being saved to.

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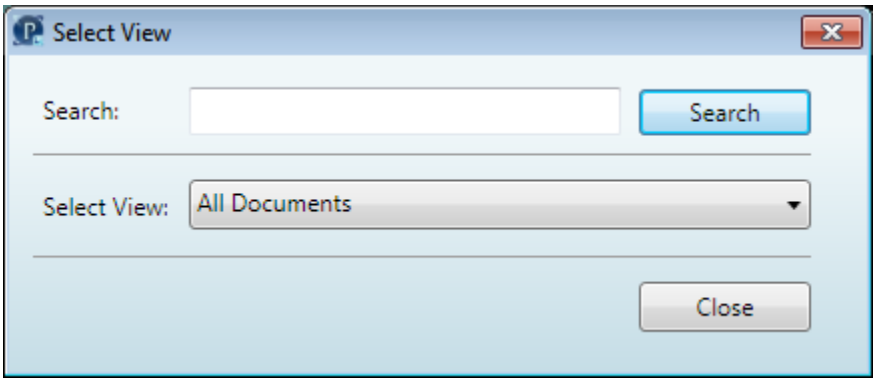
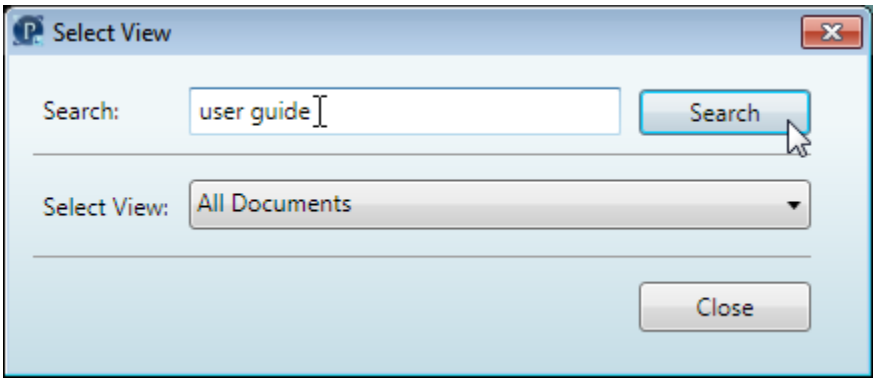
Searching the Library or Selecting a Different View

You can perform searches or select different views within the document library that the SharePoint board is configured with. To do this, make sure you are zoomed into the SharePoint Board and click on the **Select View** button in the Action bar.

This will display the Select View window:



To perform a search, in the Search input field, type in your search term(s) and click the **Search** button. Or, you can change the view by clicking the **Select View** dropdown menu.



The results of the search or selected view will appear on the board:

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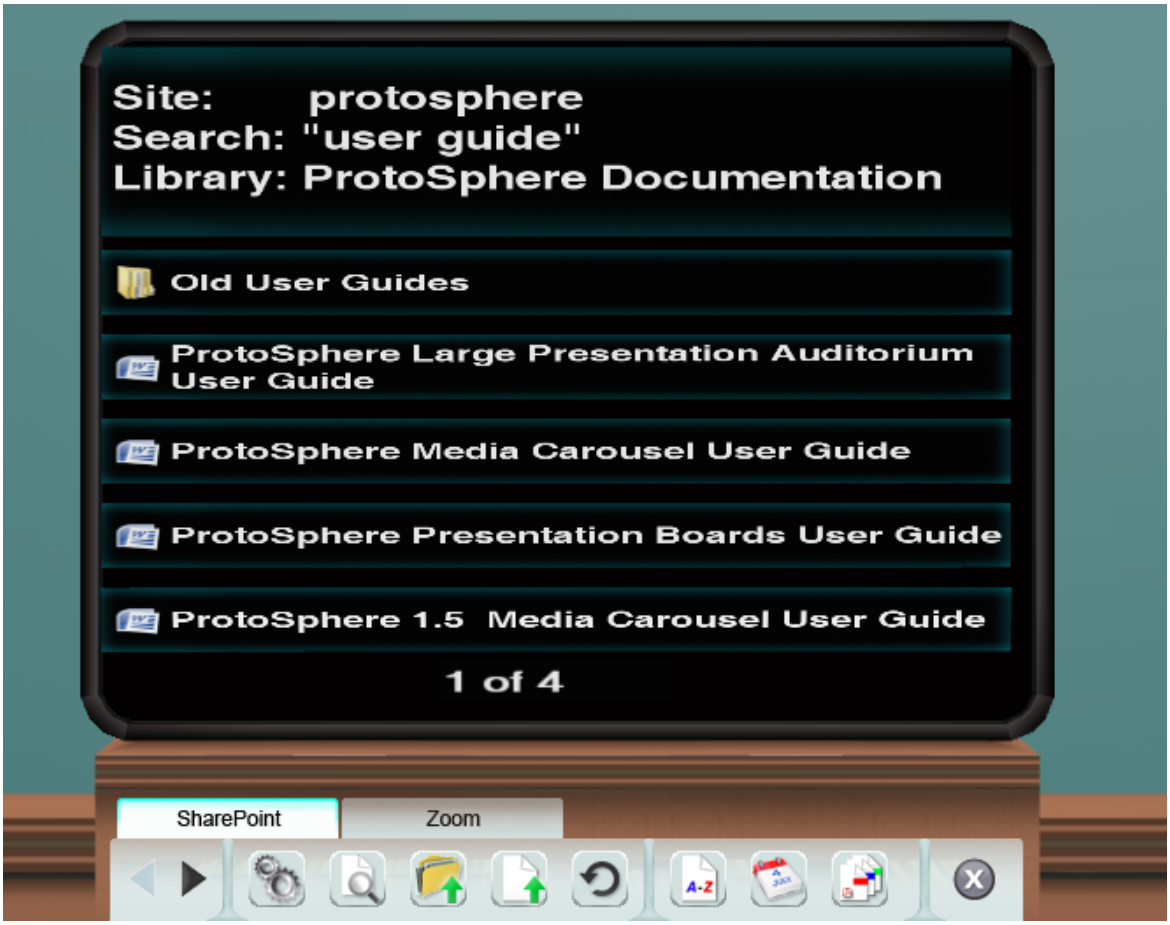

Results of a search of the document library

You can page through the results using the **Page Forward** and **Page Backward** buttons on the Action Bar.

To clear the search results and reset the SharePoint board back to its original configuration, click the **Refresh** button on the Action Bar.

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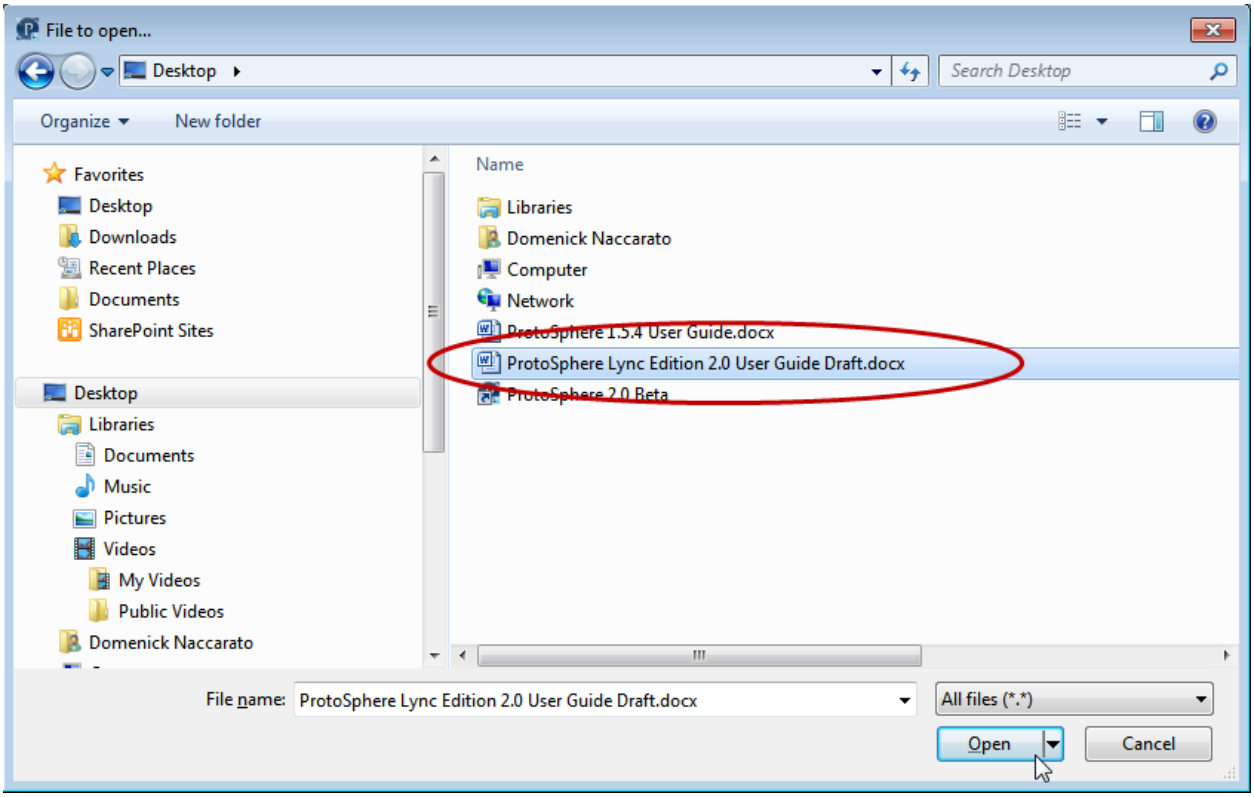
Adding Documents to a SharePoint Board

SharePoint Boards allow you to add files to the document library that it is configured with, directly from within ProtoSphere.

Make sure you are zoomed into the SharePoint Board. From the Action Bar, click on the **Upload File** button.

A Windows dialogue will open, prompting you to select the file you wish to upload. Once you have chosen the document, click the **Open** button.



The file will be posted to the SharePoint Board.

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Please note that in order to successfully add a file to the board, that file cannot be open on your desktop.

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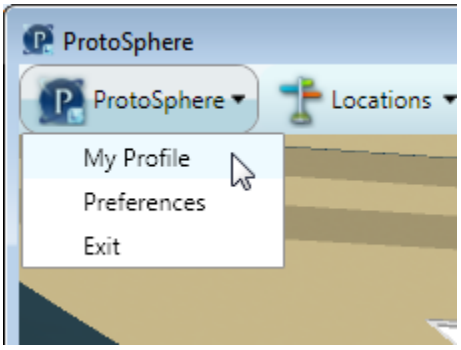
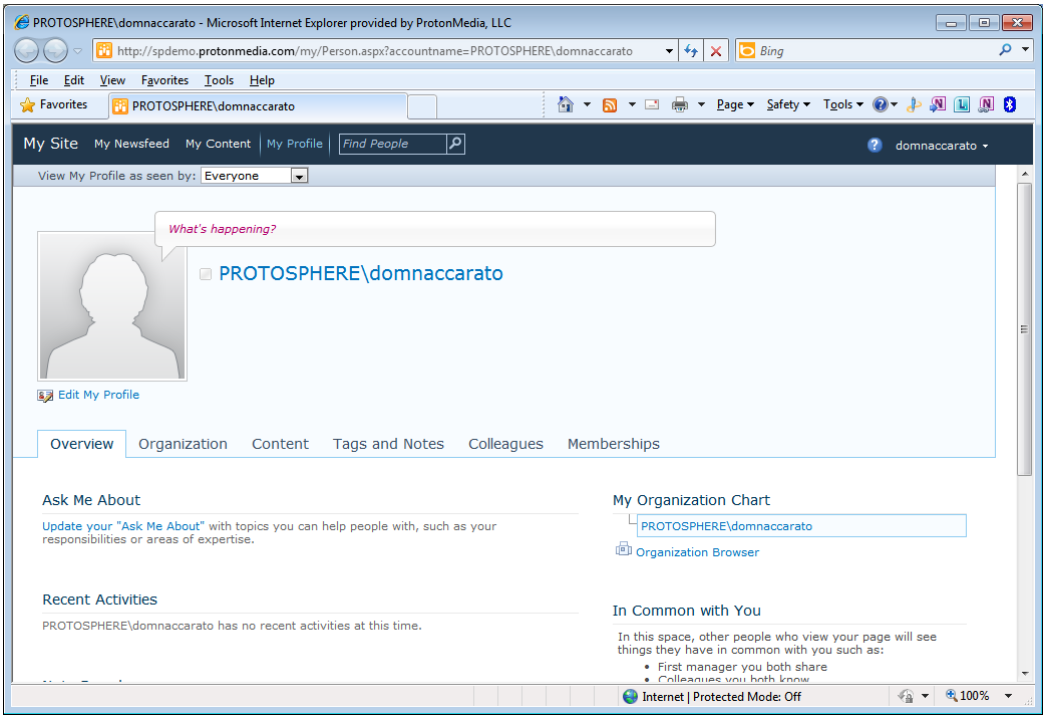
User Profiles

Each person in ProtoSphere has a personal user profile that is accessible through SharePoint's My Site service. SharePoint My Sites are commonly referred to as the "Facebook of the enterprise and are personal sites that contain both private and public information that may include, pictures, documents, status updates, skillsets, contact information, blog posts, etc. Your ProtoSphere User Profile is a direct link to your SharePoint My Site profile.

Firs time users of SharePoint My Site will need to go to the **ProtoSphere** menu and select the **My Profile** option.



Your browser will open, and direct you to your My Site.



The initial view of your SharePoint My Site

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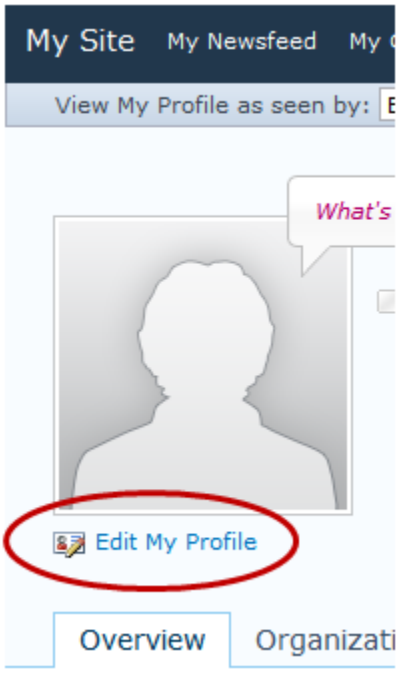
Click on the option labeled **Edit My Profile**.



This will let you edit/enter your basic information. Some of these fields may already be filled out, depending on the SharePoint site in your organization was configured. But at the very least, you may want to fill out the **About me** section, add a picture of yourself, and add details to your skill set and your "**ask me about**" section – topics that you might be able to help others with, such as your responsibilities or areas of expertise.

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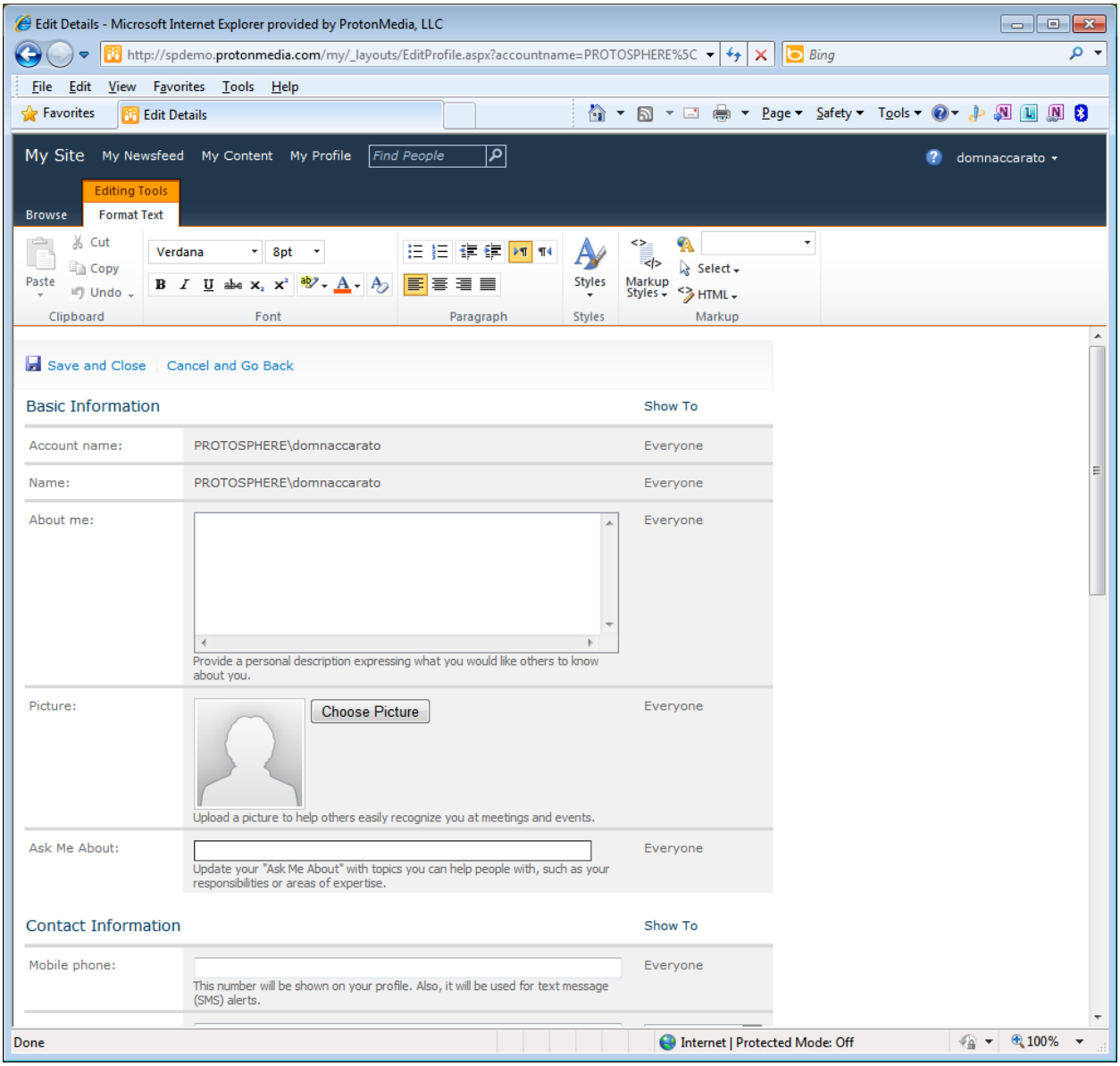

The edit screen of the SharePoint My Site

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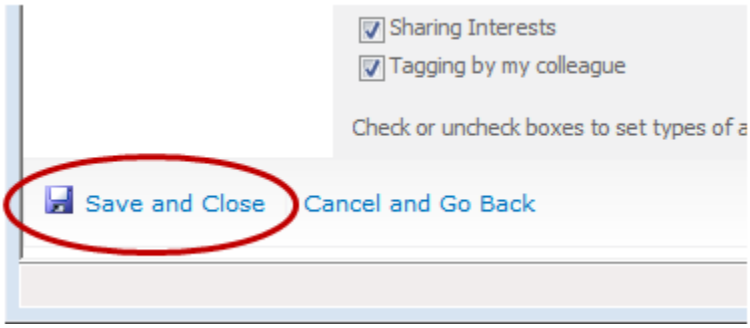
Once you have add your information, click the Save and Close option located at the top or bottom of the screen:



Now, anytime another participant in ProtoSphere right-click's on your avatar or username, and chooses the **View User Profile** option, they will see your public SharePoint My Site content.

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Using ProtoSphere with Office Communicator

Although ProtoSphere is designed to work primarily with Microsoft Lync, there is support for a limited feature set that is capable of being used with Microsoft Office Communicator as well.

ProtoSphere's application interface when used with Microsoft Communicator

What is supported?

Voice audio

When used with Communicator, participants will experience the same high quality voice audio as they do with Lync. Individuals also have the ability to dial-out to outside parties, participate in private conversations, and use private voice zones.

Presence

Your presence status is carried through into ProtoSphere. When your presence status changes in Communicator, that status is reflected in the icon next to your username. Presence status can also be changed in ProtoSphere via the **ProtoSphere > My Status** menu button. From the presence icon of other people, you can also gain access to other Communicator features by right-clicking on the icon:

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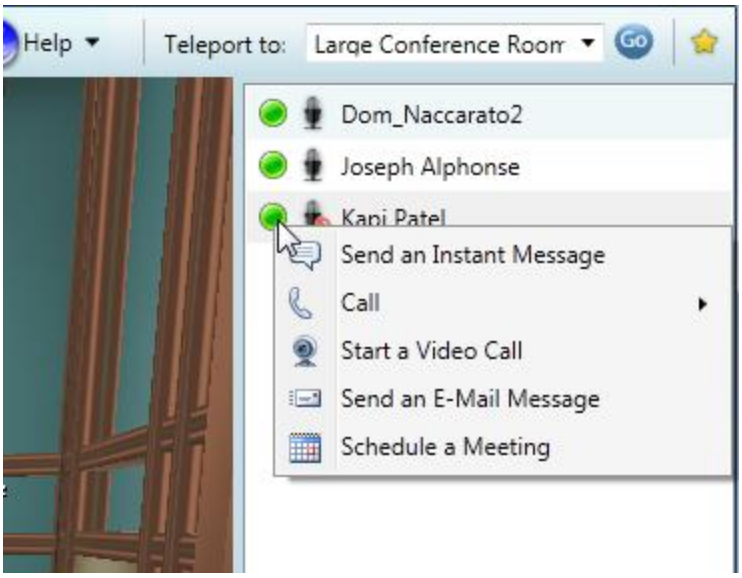

Right-click options on presence indicator of a participant

Interoperability with other Lync participants
For example, it is possible for two individuals in ProtoSphere, one being connected with Lync and the other being connected with Communicator, to interact with one another and use Voice Audio.

Other features that are functional in ProtoSphere when used with Communicator include: Teleporting, controlling your avatar and camera views, moderating the environment, adding/viewing content on Media Boards, adding/viewing content from SharePoint Boards, and accessing SharePoint My Site information.

What is Not supported?

The features that are not supported in ProtoSphere when used in conjunction with Microsoft Office Communicator include the following:

- Contacts list
- Ability to invite or join other participants
- Cannot initiate or view an application share
- Group and private text messaging

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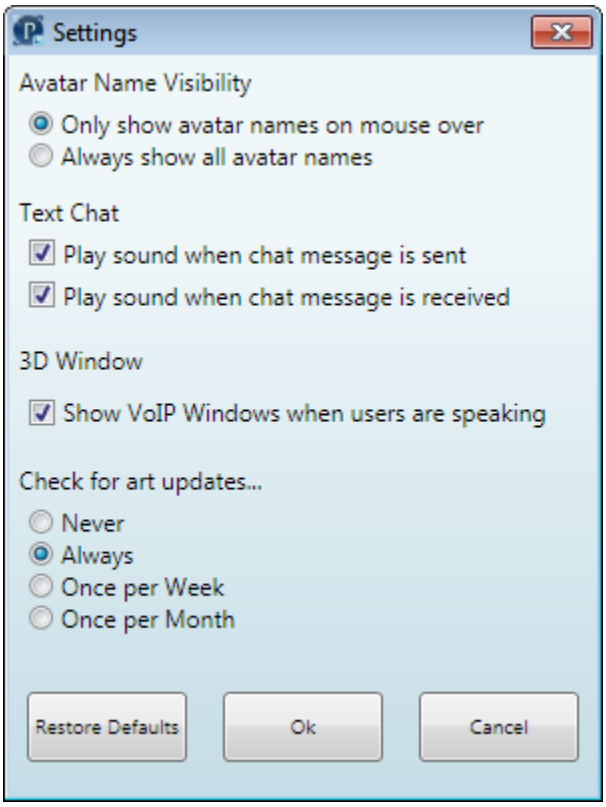
ProtoSphere Preferences

ProtoSphere allows you to customize the way a few of the features in the environment function. You can access these preferences by selecting **ProtoSphere > Preferences** on the main toolbar.

The Preferences Settings window will appear.



The options available are:

Settings Option	Description
Avatar Name Visibility	This lets hide/show the names of people above their avatars' heads.
Text Chat	This allows you to turn/off the audible notifications you hear when you send or receive a text message.
3D Window	The one option here allows you to show/hide the inset windows that appear when other people are speaking.
Check for Art Updates	This setting will determine the frequency of new art updates to check for. When set to Never, ProtoSphere load times are shorter than when set to Always.

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Appendix A - Keyboard Shortcuts and Controls

Description	Keyboard Commands
Mute / unmute your microphone	CTRL + M
Mute / unmute your speaker audio	CTRL + S
Walk forward	W or Up Arrow
Walk backward	S or Down Arrow
Turn left	A or Left Arrow
Turn right	D or Right Arrow
Spin around while seated in a chair	A and D or Left and Right Arrows
Stand up out of a chair	W and S or Up and Down Arrows
Toggle between first and third person views	V
Agree	Y
Applaud	U
Cheer	H
Chin Rub	C
Disagree	N
Laugh	L
Look at Watch	O
Point	P
Point at hand	I
Raise/Lower Hand	R
Shrug	G
Thumbs up	T
Time out	M
Wave	E
Enable the laser pointer	Spacebar
Turn on / off free camera	CTRL + SHIFT + C
Turn on / off heads up display (HUD) information	CTRL + SHIFT + F
Exit from a zoomed in state	ESC
Take back control during an appshare	CTRL + ALT + SPACE
Stop the appshare	CTRL + SHIFT + S

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Appendix B – About ProtonMedia

ProtonMedia is the developer of ProtoSphere, the market-leading virtual collaboration environment for the high-performance workplace, and a leading virtual environment for collaborative PLM in life sciences. ProtoSphere's virtual environment provides an arsenal of business-focused collaboration and communication tools that help companies accelerate decision-making and raise productivity, improving workplace performance overall. The company is a Gartner "Cool Vendor in the High-Performance Workplace" for 2010. Its customers include some of the world's most respected brands, including AstraZeneca, Johnson & Johnson, Ethicon, DePuy, Merck, Novartis, Bristol-Myers Squibb, American Express, BP, Chevron, Duke University, Lockheed Martin, and Boeing. For more information, visit **www.ProtonMedia.com**.

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Appendix C – Privacy Information

Overview

ProtonMedia values the privacy of those who utilize our software and we think it is important for our clients to understand when and why we collect personally identifiable information and how we may use it. This Privacy Policy describes ProtonMedia data collection and use policies. Please read the entire Privacy Policy before having your users provide any personally identifiable information to us, and please feel free to share this documentation with your ProtoSphere user base.

Notice

ProtonMedia collects personally identifiable information, such as your name, work address, work telephone number, or e-mail address, only if you provide this information to us voluntarily. The voluntary information we collect is only used for internal verification to establish user accounts and social network profiles within ProtoSphere, complete transactions within the ProtoSphere platform, ensure appropriate legal use of licensed ProtonMedia software, provide notification to licensees about updates to ProtonMedia's software, data, services, and to help provide technical and product support to our users.

Collection

Certain information, such as the Internet Protocol (IP) address of your computer, may be stored through the use of "cookies" intended to speed access to ProtonMedia information and services. A cookie is a small file that can be used to tell us when you visit our Web sites and track your browsing preferences. ProtonMedia does not use cookies to store information such as credit card numbers, telephone numbers, or other information you provide. To maintain your privacy, you can disable your browser's ability to accept cookies.

The ProtoSphere application requires registration and sign-up to gain access to the platform. This information will be used to deliver the services mentioned in the previous section.

Disclosure

Other than as described in this Privacy Policy, ProtonMedia will not disclose your personally identifiable information unless required to do so by law or in the good faith belief that such action is necessary to (1) conform to the edicts of the law, (2) protect and defend the rights or property of ProtonMedia, or (3) as part of a transfer of assets to a successor in interest.

Except as stated, ProtonMedia does not rent, sell, or otherwise share personally identifiable information.

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Access

ProtonMedia will permit you to access information about yourself in our ProtoSphere Social Network. Updating of personally identifiable information is up to the sole discretion of the user and their employer.

Security

ProtonMedia will take reasonable and prudent precautions to ensure that your personally identifiable data is protected against unauthorized access, use, or disclosure.

Enforcement

If you believe for any reason that ProtonMedia has not followed these principles, please contact us at support@protonmedia.com, and ProtonMedia will act promptly to investigate, correct as appropriate, and advise you of the correction. Please identify the issue as a Privacy Policy concern in your communication to ProtonMedia.

You may also contact your employer's local IT support help desk and file a report with them.

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